

ABDELRAHMAN GAMAL

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PROFESSIONAL SUMMARY

Operations and Logistics Supervisor with over six years of practical experience in warehouse operations, logistics coordination, shipping, and supply chain management. He has a strong ability to lead multidisciplinary teams, streamline warehouse and delivery processes, and improve operational KPIs. He has a proven track record of reducing costs, improving delivery times, and ensuring inventory accuracy. He is also proficient in the use of Enterprise Resource Planning (ERP) systems, process improvement, and performance reporting.

PROFESSIONAL EXPERIENCE

➤ Operation Supervisor

Jazeera Paints – Saudi Arabia | Jul 2024 – Present

- Supervise daily operations related to order receiving, preparation, and dispatch for showrooms.
- Coordinate with sales and logistics teams to prioritize shipping based on business needs and delivery schedules.
- Ensure accurate picking and packing of showroom requests and timely outbound shipments.
- Monitor inventory levels, detect gaps in stock, and liaise with the factory to maintain optimal product availability.
- Oversee warehouse organization, ensuring safety, cleanliness, and storage efficiency.
- Direct and supervise a team of warehouse workers and drivers, ensuring adherence to performance standards and operational procedures.
- Track product movement and availability to support business continuity and showroom satisfaction.
- Collaborate with sales to meet showroom needs and align inventory with demand forecasts.
- Proficient in using Refest system for managing warehouse operations, shipment tracking, and inventory control.

➤ Hub Operations Manager

J&T Express – Egypt | Mar 2021 – Jul 2024

- Directed hub operations, including P&L management, shipment processing, and team leadership.
- Increased shipping efficiency by 15% through process optimization and staff training programs.
- Resolved 95% of customer complaints within 24 hours, improving customer satisfaction rates.
- Implemented productivity initiatives, resulting in a 20% increase in operational efficiency.

➤ **Operations Support Specialist**

Speed Ex Shipping – Egypt | Jun 2019 – Mar 2021

- Supported daily shipping operations and inbound/outbound coordination.
- Reduced warehouse handling time by 20% by optimizing loading/unloading workflows.
- Achieved 98% on-time delivery rate through proactive shipment monitoring.
- Ensured data integrity by maintaining up-to-date shipping records and system inputs.

➤ **Retail & Customer Service Specialist**

Vodafone Egypt | Oct 2017 – Jun 2019

- Consistently exceeded sales targets by 10% through effective client engagement.
- Resolved 90% of customer inquiries within the first contact, improving client satisfaction.
- Delivered product information to support customer decision-making processes.

EDUCATION

Bachelor of Arts in Geography | 2013 – 2017

Zagazig University, Egypt

Grade: Good

CERTIFICATIONS

- **Soft Skills Development**
- **Effective Communication Skills.**

TECHNICAL SKILLS

- Warehouse & Inventory Management
- Shipping & Last-Mile Logistics
- Process Improvement & Workflow Design
- KPI Monitoring & Reporting
- Team Leadership & Staff Training
- ERP & Logistics Software (SAP, Oracle, Refest, etc.)
- Documentation & Compliance
- Problem-Solving & Operational Support
- Data Analysis

LANGUAGES

- **Arabic:** Native
- **English:** Professional Working Proficiency