

AMIR HAFEZ



OBJECTIVE Dynamic and results-driven professional with over 15 years of experience Mostly in warehouse management and eCommerce operations. Adept at overseeing end-to-end eCommerce processes, including inventory management, order fulfillment, and customer service, while ensuring optimal warehouse efficiency through effective logistics coordination, space utilization, and team leadership. Seeking a challenging role where I can leverage my expertise in operations to drive productivity, enhance customer satisfaction, and contribute to the overall success of the organization.

EDUCATION

Bachelor of Commerce | Mansoura University Egypt.

CERTIFICATES

- Extra Spare parts Management
- Extra Appreciation
- OSHA Safety Training
- Win Extra workshop certificate
- Extra Best profit Achiever
- Danube Appreciation

KNOWLEDGE & SKILLS

- Proficiency in Microsoft office
- Proficiency in WMS system Warehouse
- Handling of Printers, Scanners, Barcode Scanners.
- Knowledge of computer hardware
- Using different types of office support software's
- Knowledge of Extra OWS

EXPERIENCE

2022 - PRESENT

Dark Store Operation Supervisor | Al Danube | Al Khobar KSA.

2018 - 2022

Extra company (Warehouse Coordinator) | Al Khobar KSA.

2008 - 2018

Extra company | Electronics sales supervisor | Al Khobar kSA.

2006- 2008

Senior sales maker in Mobile Shop (Agent of Vodafone) Egypt.

KEY RESPONSIBILITIES

Dark Store Operations Management:

- Oversee daily eCommerce operations, including order processing, inventory management, and customer service.
- Coordinate with marketing and IT teams to ensure seamless integration of online sales platforms.
- Monitor website performance and suggest the improvements to enhance user experience.
- Analyze sales data and customer feedback to identify trends and opportunities for growth.
- Manage store layout and optimize space utilization to maximize operational efficiency.

Warehouse Management:

- Supervise warehouse activities, ensuring efficient receipt, storage, and dispatch of goods.
- Implement and monitor safety protocols to maintain a secure working environment.
- Manage warehouse layout and optimize space utilization to maximize operational efficiency.
- Oversee the maintenance of warehouse equipment and facilities.

Inventory Control:

- Maintain accurate inventory records and conduct regular stock audits.
- Develop and implement inventory management strategies to minimize stock discrepancies and ensure product availability.
- Coordinate with suppliers and vendors to manage stock levels and reorder products as necessary.

ADDRESS

Al Khobar Kingdom of Saudi Arabia

PHONE & WHATSAPP

0592259340

EMAIL

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PERSONAL INFO

Nationality: Egyptian

Birth Year: 1983

Visa Status: Transferable

Driving License: Saudi Driving license.

Religion: Islam

LANGUAGES

- English
- Arabic

Team Leadership and Development:

- Lead and mentor a diverse team of eCommerce and warehouse staff, providing training and support to enhance their skills and performance.
- Conduct performance evaluations and provide feedback to team members, fostering a culture of continuous improvement.
- Manage staffing levels and allocate resources to meet operational demands and achieve productivity targets.

Compliance and Regulatory Adherence:

- Ensure all eCommerce and warehouse operations comply with relevant rules & regulations.
- Conduct regular audits and inspections to ensure adherence to safety, health, and environmental regulations.
- Stay informed about changes in regulations and update policies and procedures accordingly.

Customer Service and Order Fulfillment:

- Ensure timely and accurate fulfillment of customer orders, addressing any issues or delays promptly.
- Implement quality control measures to ensure products meet customer expectations.
- Handle customer inquiries and complaints related to eCommerce transactions and order deliveries, ensuring satisfactory resolutions.
- Logistics and Supply Chain Coordination:
 - Coordinate with logistics providers to ensure efficient transportation and delivery of goods.
 - Develop and manage relationships with carriers and shipping partners to optimize delivery times and costs.
- Monitor and report on key performance indicators (KPIs) related to logistics and supply chain activities.
- Process Improvement:
 - Identify and implement process improvements to enhance operational efficiency and reduce costs.
 - Utilize data analytics to drive decision-making and optimize eCommerce and warehouse operations.
- Stay updated with industry trends and best practices to continuously improve processes and systems.
- These responsibilities encompass the combined roles, highlighting the intersection of eCommerce and warehouse management to ensure a cohesive and efficient operation.

DETAILED RESPONSIBILITIES

- Oversee daily warehouse activities, including quality assurance, inventory control, and space management.
- Ensure effective and safe use of warehouse equipment.
- Maintain accurate documentation and records of warehouse operations.
- Ensure proper execution of material transactions and timely dispatch of materials as per customer orders.
- Oversee receiving and outbound operations.
- Supervise the team performance and assist the warehouse in charge for successful and safe delivery of goods.
- Plan and manage material dispatch to different regions according to requirements.
- Track and coordinate shipment deliveries to meet customer requirements.
- Coordinate with warehouse teams regarding approvals and proper material issuance.
- Provide refresher training to store teams to ensure smooth operations.
- Supervise timekeeping for warehouse teams and ensure smooth shift operations.
- Ensure team compliance with safety protocols.
- Manage and control inventory, ensuring accurate cycle counts to avoid discrepancies.
- Ensure physical and system inventories are aligned.
- Prepare material transaction reports, discrepancies reports, and reports on shortages and damages.
- Coordinate with suppliers, customers, and material providers regarding PO, DN, RN dispatching, and closings.
- Maintain stock levels and ensure timely supply replenishments based on sales and customer demand data.
- Keep inventory records up to date in both the system and manual trackers.
- Coordination with vendors in case of any missing deliveries or items.
- Assist with customer complaints through coordination with the helpdesk.
- Verify dispatched material deliveries to customers/sites by coordinating with delivery drivers and customers.
- Coordinate with fleet drivers for timely and safe transportation of materials.
- Keep vehicles and drivers' logs updated to plan upcoming logistics.
- Manage vehicle maintenance schedules without disrupting operations.
- Ensure vehicle cleanliness and maintenance daily.
- Assist drivers in case of accidents and coordinate with vehicle suppliers for replacements.
- Train new fleet members on entry procedures and safety protocols.
- Manage ecommerce inventory, ensuring accurate listings and availability.
- Coordinate with the ecommerce team for order fulfillment and customer inquiries.