

Mohammed Qassem

Senior Logistics and Delivery Performance-Operations Department

Phone: +966509789483

Email: mohammed.mbq1@gmail.com

LinkedIn: <https://www.linkedin.com/in/mohammed-qassem-bba-0a5b8a22b>

Location: [Dammam, Saudi Arabia](#)

Professional Summary

Experienced logistics and operations professional with a strong background in performance optimization, team leadership, and vendor negotiation. Skilled in developing and implementing operational strategies that reduce costs and enhance efficiency. Proven track record in managing large-scale delivery operations, and maintaining high client satisfaction.

Professional Experience

KNOCK Company

Operations and Business Manager

Saudi Arabia | Jan 2025 - April 2025

- Managed daily operations, developed strategies, and ensured compliance.
- Managed cross-functional teams and built client relationships, and drove performance improvements and cost efficiencies.

Floward Company

Senior Logistics and Delivery (Performance), Operations Department

Saudi Arabia | May 2024 – Dec 2024

- Managed relationships with **74+ logistics** companies, around **1,200+ drivers** during seasons.
- Reduced invoice processing time **from 5 days to under 1 day**. Also, analyzed refund reports.
- Successfully signed agreements with 9 logistics companies.
- Managed daily delivery operations using **Shipsy** for real-time tracking and last-mile logistics optimization. Also resolved delivery issues to enhance operational efficiency.
- **Achieved 98%** on-time delivery rate through effective planning and system utilization.

Operations Specialist

Saudi Arabia | Mar 2022 – May 2024

- Used **Slack program** to coordinate orders between Operations and Customer Service teams and trained new employees.
- Contributed to improving communication systems, dashboard ideas, and participated in FIFA World Cup campaign planning in some cafes. B2B

Qimat Al Halawiat Company

Data Entry and Export/Import Officer

Saudi Arabia | Aug 2021 – Feb 2022

- Managed logistics for **KSA, Bahrain, and UAE**.
- Resolved client issues, prepared documentation.
- Scheduled and coordinated exports and imports.

Education

Arab Open University (AOU)

Bachelor of Business Administration – Systems, Feb 2021

Second Class Honors | Accredited in **Saudi Arabia, UK, and Kuwait**

Stratford English Academy (India)

English Diploma, A+ (99%)

Canadian Academy

Completed multiple levels in English (94% to 99%)

Professional Development and Webinars

- Invitation from the **U.S. Embassy** in Saudi Arabia – EducationUSA University Fair (2025)
- Leadership Masterclass, Odoo – F&B Solutions (2025)

Skills

- Logistics: Fleet Management, Real-Time Monitoring Shipment Tracking
- Operations: Performance Analysis, Proactive Follow-Up
- ERP Systems (Dynamics, Odoo, Foodics)
- CRM, Slack, Shippy, Jisr
- Client Communication & Negotiation
- Team Leadership & Staff Training
- Problem Solving & Critical Thinking
- MS Office (Excel, Word, PowerPoint)
- Attention to Detail & Proactive Follow-Up
- 3+ Years Experience in Logistics & Operations

Key Achievements

- Employee of the Month – **4 times** (Aug 2022, Dec 2022, Oct 2023, Feb 2024)
- Top Annual Performance Rating – **2 times** (2022, 2023)
- Promoted to Senior Role (May 2024)
- Recognized in "People Behind Floward Company" (Aug 2024)

References

Academic & professional references available from AOU and operations managers at Floward.