

IBRAHIM SUHAIL

LOGISTIC EXECUTIVE

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Languages: English, Arabic, Hindi, Malayalam, Tamil | DOB: 10/07/2000

PROFESSIONAL SUMMARY

My goal is to effectively organize and coordinate all logistical operations across the entire supply chain. Equipped with a comprehensive strategic planning and executive managerial skills, I am positive that this objective can be achieved. Working as a Logistics Executive for two years provided me with first-hand knowledge on how to operate enterprise-wide transactions efficiently and surpassing target goals. At present, I am constantly improving my abilities in logistics management: planning, analysis, order handling, modifying, implementation, and monitoring of logistical structures and processes. If given the chance, I will be very glad to use my expertise for the success of the company.

PROFESSIONAL EXPERIENCE

LOGISTIC ERP COORDINATOR

June 2024 – Till date

SHAMSE AL MAWARAD (ERP Software for Logistics Industry), Saudi Arabia

- Spearheaded client onboarding, training, and support for logistics-focused ERP software, ensuring smooth adoption and efficient usage.
- Collaborated with software development and technical support teams to tailor solutions based on client operational needs in the logistics domain.
- Conducted product demonstrations, training sessions, and workflow mapping for logistics companies, enhancing user engagement and satisfaction.
- Actively identified and pursued new business opportunities within the logistics and transportation sector, expanding client base.
- Strengthened customer relationships through continuous support and feedback collection, contributing to product improvement.
- Played a key role in bridging communication between technical teams and clients, simplifying complex ERP functionalities for end-users.
- Developed and implemented business strategies aligned with market demands, increasing software adoption and customer retention.

LOGISTIC EXECUTIVE

October 2021 – May 2024

SCHLUMBERGER, Saudi Arabia

- Greeted visitors, answered calls professionally, and provided administrative support.
- Supervised warehouse activities including sorting, scanning, palletizing, and custom documentation.
- Coordinated with stakeholders, including outbound/inbound teams and clearing agencies, for seamless operations.
- Ensured compliance with local and international logistics regulations.
- Managed daily shipments, inventory accuracy, and issue resolution.
- Monitored resource deployment to meet operational targets efficiently.
- Collaborated with Distribution Centers to optimize allocation and timely replenishment.
- Played a key role in resolving shipment discrepancies and improving communication flow with origin teams.

TITLE OPERATIONS TEAM MEMBER**May 2018 – September 2021***ARAMEX INTERNATIONAL, Saudi Arabia*

- Lead and Supervise sorting team for all warehouse activities, including scanning, dimming, sorting, palletizing.
- Custom invoice.
- Communication.
- Checking discrepancies and following up with origin.
- Work closely with different stakeholders including outbound, inbound and outsourced partners.
- Collaborated with Warehouse Distribution Centers ensuring efficient allocation of products.

SALES AND MARKETING EXECUTIVE**May 2017 – April 2018***3 DOTS COMPUTERS, Saudi Arabia*

- Performed all functions regarding receiving, stock, and housekeeping-related tasks.
- Engaged with customers enthusiastically to drive sales.
- Processed cash and credit payments as a cashier, using point-of-sale (POS) systems.
- Assisted customers with computer and electronic purchases in a high-volume store
- Ensured a clean work area while processing item stock and completing mark downs
- Maintained up-to-date product knowledge by participating in product and vendor training

CUSTOMER SERVICE**April 2016 – March 2017***WESTERN DIGITAL (WD), Bangalore*

- Determines requirements by working with customers.
- Answers inquiries by clarifying desired information; researching, locating, and providing information.
- Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems
- Maintains call center database by entering information.

SKILLS

SUPPLY CHAIN MANAGEMENT – BUSINESS DEVELOPMENT – ADMINISTRATION OPERATIONS – RELATIONSHIP BUILDING – DISTRIBUTION CONCEPTS – WAREHOUSING MANAGEMENT – AIR CARGO OPERATIONS – SEA CARGO OPERATIONS – TEAM MANAGEMENT – TRAINING & MENTORING – INVENTORY MANAGEMENT – PROCESS IMPROVEMENT – CALL CENTER MANAGEMENT – MICROSOFT OFFICE – LOGISTICS MANAGEMENT – PACKAGING

EDUCATION**BACHELOR IN BUSINESS MANAGEMENT***St. Aloysius College | INDIA***2012 - 2016**