

RAYAN AL JAHWARI

Riyadh, Saudi Arabia | rjahwri@gmail.com | +966 55
474 6616 **Languages:** Arabic, English

PROFESSIONAL SUMMARY

Results-driven Logistics and Procurement Professional with 15+ years of progressive experience in logistics management, customer service, and materials handling. Skilled in team leadership, supply chain operations, and cost reduction strategies. Proven success in coordinating multi-functional teams, optimizing delivery networks, and enhancing customer satisfaction.

KEY SKILLS

Logistics Management | Procurement & Inventory | SAP | Customer Service Supervision
Team Leadership | Route Optimization | Purchasing | Stock Control
Delivery Operations | Problem Resolution | Supply Chain Efficiency | English
Communication

PROFESSIONAL EXPERIENCE

Salus Diet Food – Jeddah, Saudi Arabia

Logistics Manager | Oct 2024 – Present

- Managed end-to-end diet food logistics, optimizing delivery schedules and increasing on-time performance.
- Led driver teams, improving customer satisfaction through effective training and issue resolution.
- Reduced logistics costs through strategic route planning and operational improvements.

Diet World – Jeddah, Saudi Arabia

Logistics Supervisor & Procurement Officer | Oct 2016 – Oct 2024

- **Supervised** daily logistics operations for over 250 food deliveries, ensuring timely execution, route optimization, and shift coordination.
- **Managed** procurement cycle from invoice receipt to purchase order creation and vendor follow-up using SAP system.
- **Maintained** inventory levels for supplies and packaging, ensuring smooth stock flow and reducing material shortages.

- **Collaborated** with customer service and billing teams to resolve delivery-related issues and ensure high client satisfaction.
- **Trained and supervised** drivers and warehouse assistants, monitoring performance and ensuring adherence to company policies.
- **Conducted** cost analysis and implemented process improvements, resulting in reduced delivery expenses and higher efficiency.
- **Liaised** with vendors and internal departments to ensure timely and accurate procurement and logistics execution.

Diet World – Jeddah, Saudi Arabia

Customer Service Supervisor | *Apr 2007 – Jul 2012*

- Supervised the customer service team, ensuring high-quality support and issue resolution.
- Trained staff and implemented workflow improvements across departments.

Infosoft – Jeddah, Saudi Arabia

Maintenance Supervisor | *Aug 2005 – Mar 2007*

- Supervised POS installations and conducted technical maintenance for clients.
- Ensured system uptime and reliability across multiple retail sites.

Specialized Medical Center Hospital (SMC) – Riyadh, Saudi Arabia

Storekeeper & Purchasing Representative | *Jul 2003 – Jul 2005*

- Managed medical supply inventory and procurement processes.
- Maintained accurate stock levels and ensured timely reordering.

EDUCATION

Diploma in Business Management

Rochester Community and Technical College – Minnesota, USA

2014 – 2016
