

SIRAJ UDDIN KHATTAK

+966 55 961 77 28 | sir.blue.raj@gmail.com

PROFESSIONAL SUMMARY

Experienced in express transportation and logistics, with expertise in warehouse operations and process improvement. Proficient in modern technologies, ISO standards, and quality management systems (QMS, EMS, OHSAS). Skilled in supply chain management and using systems like WMS (Blue Yonder) for process optimization. Proficient in modern systems, with hands-on experience in ticketing systems, shipment tracking, Oracle ERP, and WMS (Blue Yonder) to optimize business processes. Multilingual with strong analytical, communication, and cross-cultural competency.

WORK HISTORY

Internal Assignments

SMSA – Regional Supplies Coordinator

- Ensure 100% utilization of resources and accurately record all operational supplies.
- ERP Requisition - Receiving - Release & Distribution, Stock in Hand,

SMSA - Operations Supervisor

- Verify route optimization, 50 courier allocation on routes, and load balancing.
- Managed time effectively during peak hours, reducing delivery delays considerably.
- Effective communication with dispatch, couriers, and colleagues is needed to reduce delivery delays.
- Checking vehicles daily, handling customer complaints professionally, analyzing system' generated reports to monitor daily performance.

SMSA - Project Coordinator

Supervising over 7 projects, Coordinating among stations and the Hub for Delivery & Pickups with their required documentation.

Communication with customers, follow up till completion based on their SLAs.

12/2018 – Current

Regional Coordinator Operation

SMSA Express Transportation - Dammam, KSA

- Oversee staff training in the Eastern Region, including involvement in hiring, recruitment, and training strategies to build an effective operational team based on the training calendar.
- Analyze daily operation reports, including station stats, manpower and vehicle utilization, and fuel management.
- Coordinate with management and staff to resolve operational issues promptly.
- Schedule vacation plans, execute them, and arrange resource replacements.
- Resolving customer issues via the ticketing system and taking proactive action to fix it
- Compile regional internal/purchase requisitions in ERP for uniforms, packing items, stationery, and ink/toners, and manage receiving, distribution, and acknowledgements.
- Organize and maintain an efficient, confidential filing and record system.
- On-time follow-up for completion of Transfer, Resignation, Termination, New Recruitment, IOMs, emails.
- Implemented change management and network restructuring strategies to address underperforming areas.

08/2023 - 04/2024

Transportation Supervisor

SMSA Express Transportation - Dammam, KSA

- Led the warehouse migration process, transferring operations within 3 months.
- Developed strategies to achieve desired outcomes using available resources.
- Supervised migration and daily order transportation simultaneously.
- Implemented and monitored daily route plans, ensuring timely delivery note collection.
- Collaborated with staff to resolve pre- and post-delivery issues.
- Improved efficiency by optimizing transportation routes.
- Organized and maintained a confidential filing system for easy record retrieval.
- Monitored vehicle location and temperature data to ensure safe transportation.
- Analyzed daily vehicle and manpower usage to optimize resource allocation.
- Managed vehicle and manpower records, handling replacements, maintenance, and absences.
- Developed contingency plans for emergency orders or equipment failures.
- Ensured hygiene compliance for personnel and vehicles.
- Conducted regular safety audits to ensure adherence to policies and regulations.

04/2017 - 11/2018

Data Encoder

SMSA Express Transportation

- Manifesting International Shipments using applications such as DHL and UPS
- Enter courier delivery and pickup data, generate Excel reports, and reconcile with system reports.
- Segregate IP shipments, send email alerts to destinations, and validate addresses and postal codes for accurate processing.
- POD and PUPS Filing, recording & retrieval
- Maintaining employees' files.

01/2011 - 01/2015

System Support & Network Admin.

Premier Group of Companies

- Company Overview: sugar industry, plastic packing industry, sea shipping (import & export)
- Installing and configuring servers, Microsoft Windows, network services, Active Directory, workstations, and peripherals
- Hands-on experience with Linux/Windows servers, Managing LAN and WAN to ensure optimal network uptime and reliability.
- Overseeing help desk operations and maintaining IT Infrastructure of Co.

01/2009 - 01/2010

Desktop Support and Assist. Network Administrator

Net Tech LTD

- Manage Service Desk operations: Maximizing uptime
- Oversee Help Desk activities for desktops & LAN
- Install infrastructure hardware, including desktops, servers, network devices, and IP phones
- Purchase and maintain IT equipment, ensuring regular updates for safety and optimal efficiency

PROFESSIONAL DEVELOPMENT TRAININGS

- Microsoft Office (Word-Excel-PPT),
- English language course,
- MCSE, CCNA, RHCE
- SMSA Ground Transportation - Operation & Services
- ISO 9001:2015 Awareness Training
- CAPA (Corrective Action & Preventive Action) and QMS Application.
- Management Skills for Operation Managers
- Coaching and Mentoring
- DGR Cat. 5 & 6
- Toolbox Trainer (train the trainer)
- Analytical Thinking & Planning and Organizing.

EDUCATION

- 01/2007 - 01/2010** **MS Multimedia & Network Communication:** Multimedia Communication And Comp. Networks
Mohammed Ali Jinnah University - Islamabad
 Course work Only
- 01/2003 - 01/2007** **BS:** Computer Sciences
University of Peshawar
- Result: First Class
 - GPA: 3.4 GPA

LANGUAGES

English



Urdu



Arabic

