

ZAKY ISMAEAL ASFOOR

Logistics Supervisor

 00966-506605287

 zakyasfoor@gmail.com

 JEDDAH

CAREER OBJECTIVE

A highly organized professional with extensive experience in the transportation sector. He excels at multitasking, resolving customer issues quickly, and providing precise instructions to drivers. He possesses a strong ability to remain calm under pressure and prioritize tasks effectively. He solves branch problems, including warehousing and transportation distribution.

SKILLS

Schedule CoordinationProgress ChecksDelivery ProceduresDispatcher MonitoringMonthly Inventory

Training New HiresAttendance DocumentationCustomer Relationship ManagementEquipment Dispatch

Positive Communication SkillsService PlanningClosing TicketsEmergency Situations

Work Order GenerationCreative SolutionsTransportation CoordinationSupply Chain Improvement

Fleet DispatchingDelivery Support

EXPERIENCE

DESPATCH SUPERVISOR, JEDDAH

Saudi Red Bricks Company, January 2007– January 2025

- TRAIN, MENTOR, AND GUIDE NEW DISPATCH EMPLOYEES.
- ASSIST IN ESTABLISHING NEW DISPATCH POLICIES AS NEEDED.
- CONDUCT PERFORMANCE REVIEWS OF TEAM MEMBERS TO IDENTIFY AREAS FOR IMPROVEMENT.
- BUILD AND MAINTAIN STRONG RELATIONSHIPS WITH CUSTOMERS, SUPPLIERS, AND OTHER INTERNAL DEPARTMENTS.
- RESOLVE CUSTOMER COMPLAINTS IN A TIMELY MANNER TO ENSURE CUSTOMER SATISFACTION.
- COORDINATE EMERGENCY RESPONSE EFFORTS WHEN NECESSARY DUE TO INCLEMENT WEATHER OR OTHER UNFORESEEN CIRCUMSTANCES.
- MAINTAIN ACCURATE RECORDS OF ALL SHIPMENTS, INCLUDING TRACKING NUMBERS AND DELIVERY TIMES.
- DEVELOP AND IMPLEMENT DAILY DISPATCH PLANS TO ENSURE CUSTOMER SERVICE LEVELS ARE MET.
- PROVIDE FEEDBACK ON DRIVER PERFORMANCE, IDENTIFY AREAS FOR IMPROVEMENT, AND RECOGNIZE SUCCESSES.
- MANAGE EMPLOYEE SCHEDULING ACROSS MULTIPLE SHIFTS WITHIN THE DEPARTMENT.
- CONDUCT REGULAR AUDITS OF DRIVER RECORDS TO ENSURE ACCURACY AND COMPLIANCE WITH REGULATIONS.
- PREPARE REPORTS DEMONSTRATING KEY METRICS RELATED TO DISPATCH OPERATIONS FOR REVIEW BY SENIOR MANAGEMENT.
- DEMONSTRATE STRONG PROBLEM-SOLVING SKILLS AND RESPOND TO CUSTOMER INQUIRIES AND COMPLAINTS.

- RESPOND QUICKLY TO DRIVER OR VEHICLE EMERGENCIES.
- PROVIDE REAL-TIME UPDATES ON ORDER STATUS AND DELIVERY TIMES TO CUSTOMERS AND DRIVERS.
- DISTRIBUTE LOADS TO DRIVERS BASED ON ESTABLISHED ROUTES AND DRIVER LOCATION.
- MONITOR GPS SYSTEMS TO TRACK VEHICLES IN REAL TIME DURING TRANSIT.
- ASSIST IN TRAINING NEW EMPLOYEES ON DISPATCHER DUTIES AND RESPONSIBILITIES.
- IMPLEMENT STRATEGIES TO IMPROVE PRODUCTIVITY WITHIN THE DISPATCH TEAM.
- EVALUATE DRIVER PERFORMANCE AND PROVIDE FEEDBACK.
- COMMUNICATE CLEARLY AND ACCURATELY TO REDUCE ERRORS AND PROVIDE COMPLETE DISPATCH DATA.
- TRACK SHIPMENTS FROM ORIGIN TO DESTINATION USING AUTOMATED SOFTWARE SYSTEMS.
- MONITOR INVENTORY AT COMPANY BRANCHES, VERIFY AND REVIEW AVAILABLE QUANTITIES, AND CONDUCT MONTHLY INVENTORY COUNTS TO ENSURE QUANTITIES ARE MET.
- RESPONSIBLE FOR LOGISTICS TRANSPORTATION FOR ALL BRANCHES AND ENSURING THAT THE CORRECT AND SAFE QUANTITIES ARE DELIVERED TO CUSTOMERS.

AMERECAN EXPRESS, July 2005–December 2006

SALES REPRESENTATIVE, JEDDAH

- Demonstrated excellent customer service skills when dealing with client inquiries.
- Communicated product features, advantages, and benefits to customers.
- Developed and maintained relationships with customers to ensure repeat business.
- Called and met with regular and prospective customers to build long-term customer relationships and networks.
- Built strong relationships with key decision makers within target organizations in order to increase sales opportunities.

SALESPERSON, JEDDAH

SABB BANK, December 2004–June 2005

- Entered customer transaction information into company databases.
- Arranged in-person meetings and visited with clients to improve success of sales pitches.
- Followed up with customers after sales to gain feedback.
- Developed strong relationships with clients to grow business networks.

SALESPERSON, JEDDAH

AL-AHLI BANK, July 2004–December 2004

- Worked with management teams to develop annual sales plans, goals, and targets.
- Advised clients regarding accounts, pricing schedules, and financing options.
- Generated leads through online research and networking initiatives.
- Developed and maintained relationships with customers to ensure repeat business.

DATA ENTRY, JEDDAH

ALSHARQ COMPANY, December 2003–June 2004

- Monitored loan files throughout the entire process, ensuring that all steps were taken correctly and efficiently.
- Accurately entered loan data into a computerized system with high attention to detail.
- Identified areas where processes could be improved upon in order to increase efficiency within the department.
- Performed daily data entry of loan information into a database, ensuring accuracy and completeness of all records.
- Provided support to other members of the team during peak times of workloads.
- Sorted, filed, and maintained documentation for each individual loan case in accordance with established procedures.

SALESPERSON, JEDDAH

ALEKHAA SERVICE CENTER, January 2002–December 2003

- Communicated product features, advantages, and benefits to customers.
- Utilized problem solving skills to identify customer needs and provide optimal solutions.
- Developed excellent communication and interpersonal skills by interacting with customers on a daily basis.

EDUCATION

SECONDARY DEGREE

ALI BIN ABI TALEB SECONDARY SCHOOL, January 2001

LANGUAGES

- **Arabic (mother languages)**
- **English (Accepted)**

HOBBIES AND INTERESTS

- Swimming
- Professional in all MICROSOFT OFFICE applications (Excel, Power POINT, WORD, OUTLOOK)

IGAMA

valid & transferable

PERSONAL INFORMATION

- Age: 40
- Marital Status: Married

REFERENCES

References available upon request