



Yasser Khursheed

An achievement-driven professional; targeting assignments in **Logistics Operations / Supply Chain Management** with an organisation of high repute

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Bangalore, India

PROFILE SUMMARY

- A goal-oriented professional with nearly **20 years** of experience in **Logistics Operations, Warehousing, Supply Chain Management and Procurement** in Kingdom of Saudi Arabia
- Proficient in **managing logistics function** for utilization of available resources as per preset schedules; executed cost saving techniques to achieve reduction in terms of man-days & energy conservation
- Experience in **managing daily shipments to customer** as per company's quality standards and maintaining accuracy & integrity of all logistics information which led to an **increase in customer satisfaction levels**
- Awarded as **"Employee of the Year – 2020"** for outstanding performance & efforts made in winning contract for one of the biggest customer in KSA
- Drove the development & cultivation of **positive business relationships with vendors**; dove pricing and performance reviews to identify service & cost reduction opportunities and manage costs
- Skilled in working on a strict deadline to meet goals and expectations
- Comprehensive **knowledge of industry trends and best practices** on warehouse safety, supply chain management, and inventory control procedures
- Excellent communication & interpersonal skills with strong analytical, team building, problem-solving and organizational capabilities

CORE COMPETENCIES

Logistics Operations

Freight Management

Procurement Operations

Supply Chain Management

Inventory / Warehouse Management

Vendor Management

Customer Service

Material Management

Cross-functional Coordination

EDUCATION

Masters of Business Administration (M.B.A.) from Sikkim Manipal University, India in 2015

Bachelor of Legislative Laws (LL. B.) from Barkatullah University, Bhopal, India in 1997

Bachelor of Commerce (B.Com.) from Barkatullah University, Bhopal, India in 1994

TECHNICAL SKILLS

GROWTH PATH - DHL Worldwide Express



CERTIFICATIONS

- Course in **Excel Formulas Training** from etech Global Solution in 2022
- Course in **Excel Dashboard Training** from etech Global Solution in 2022
- Skillsfirst **Level 3 Diploma in DHL Supervisory Skills** (RQF) in 2019
- Air Transport Awareness Certification valid till 25th July 2025

- MS Office (Excel)
- Air Transport Awareness Certification

Logistics Specialist Expert at Allyn International, Bangalore, India**May'23 – Till Date**

The Logistics Specialist expert oversees logistics to meet business needs while reducing transportation costs.

They gather and share information about shipments, projects and services, offer logistics support, find efficient transport options and secure competitive rates.

Responsibilities:

- Route cargo by legal and customer requirements
- Proactive approach to issue resolution and shipment responsibility
- Actively use Allyn Logistics Application (ALA) and SAP to create preliminary invoice and packing list.
- Accurately create shipping documentation such as certificates of origin, customs invoices and packing lists, and certificates of insurance.
- Communication with freight forwarders, shippers, consignees, clients, and internal communication within the team.
- Transport regulations compliance management, including permitting, over-dimensional and hazardous cargo.
- Monitoring and tracking the shipments and keeping client informed about the status.
- Capture all costs associated with a shipment.
- Provide excellent customer service to Allyn customers.
- Training for newcomers, internal team members, or external customers/suppliers if needed.

DHL Worldwide Express, Riyadh/ Dhahran, Saudi Arabia**Jul'98 – Nov'21****Key Result Areas:****Logistics Supervisor – DHL Logistics Division****Aug'07 – Nov'21**

- Administered **logistical & reverse logistical functions** for product lifecycles, including acquisition, distribution, internal allocation, delivery, recycling, reuse and final disposal of resources
- Managed **day-to-day monitoring of all SPC Operations** & supervised daily duties of the SPC Operators to ensure set operational standards were met within defined timescales
- **Sustained long-term partnerships** with logistics service providers; analysed performance of logistics service providers on a monthly basis to ensure meeting of service, cost, delivery and quality norms
- **Analysed & collated logistics data** and presented it to upper management for continuous improvement & decision-making
- Conducted competitor analysis and **benchmarking logistics process** to enhance operational capability, lower costs & improve service
- Ensured data required for billing of customers for SPC services collated
- **Developed & established Key Performance Indications (KPI's)** and used these KPI's to raise the efficiency & effectiveness of the Operations
- **Ensured safety procedures** were followed in all logistics operations and conducted safety sessions with vehicle drivers
- **Monitored staff performance**, identified training needs to improve performance and capitalized on staff potential for continuous improvement towards operational excellence
- **Maintained all ISO procedures**, work instructions, and ensured that all Operations Staff is aware of the relevant procedures
- **Motivated, trained, coached and supported new & existing employees** to ensure that they were developed to their maximum individual and collective skills to achieve optimum levels of service to the customers

Tracing Advisor**Jan'04 – Jul'07**

- **Steered focus on Customer Satisfaction**; addressed enquiries related to delay, missing, undelivered, misrouted, mis-sorted, and damaged shipments by tracking and tracing the shipments
- **Communicated with all relevant departments**, internally and globally, to ensure that company standards were maintained
- **Liaised with Customer Care Manager** for damage & missing shipments and ensured that proper network standards were followed
- Worked at different desks in CS namely **Key Accounts & Duty Exempt Desk** successfully

Service Administrator**Apr'02 – Dec'03**

- **Coordinated for Vehicle Fleet** as per the ISO Quality Procedure along with liaised with vendors providing vehicles for the Fleet
- Maintained the **supplies at Riyadh Station Stores** & distribution of same to other substations
- Provided **Clerical, Secretarial and Office Automation Support** to the Services Team
- Administered **maintenance of facilities** and all the equipment at Riyadh Station
- **Worked as a Villa Captain** to ensure that all the employees live in relaxed environment and were more productive to their job roles
- **Liaised with the Local Affairs Officer** to get the job done from government departments

- CIM Supervisory – Graduation Ceremony held at Bahrain
- First Aid Certified held at DHL Training Room, Al Khobar
- Fire Warden Training held at Arabian Safety Training Center
- Coaching Skills held at Dhahran Conference Room
- Presentation Skills held at Dhahran Conference Room
- HP-IGSO Training, conducted at Conference Hall, DHL Dubai
- Dangerous Goods Regulations Course conducted at Training Center, Riyadh, K.S.A.
- Planning & Time Management Course conducted by: Kevin Craig @ Sheraton, Riyadh

PERSONAL DETAILS

Date of Birth:	13 th October 1971
Languages Known:	English (Proficient / Fluent), Arabic (Basic), Hindi & Urdu (Native)
Address:	Indique Opal, Double Road Stage2, Indira Nagar, Bangalore, India 560038
Passport Number:	Z7235421 valid up to 08 May 2028; Issued at Bhopal, India
Driving License:	Possess a valid Saudi Driving Licence