



M O H A M E D A N W A R M O H A M E D

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OBJECTIVE

I'm seeking for a position in the field of logistics & Supply Chain through my theoretical and practical experience could be developed and enhanced in a prestigious organization.

EDUCATION

2002-2007	Helwan University	Cairo, Egypt
▪ Faculty of Law		
▪ Grade: fair		

SKILLS

Computer Skills:

- Fully acquainted with Microsoft Office

Language Skills:

- Native language Arabic
- Good command of both written and spoken English

**PERSONAL
SKILLS**

- Problem solver
- Well organized
- Team oriented
- Creative
- Eloquent
- Work under pressure.
- Excellent administration skills
- Able to work as part of a team
- Self-motivated
- Eye for detail
- Effective oral and written communication skills.
- Flexibility.

EXPERIENCE

Courses

Sept 09-Nov 09 Basic Business Skills Acquisition (BBSA) Cairo, Egypt
Sponsored by the Future Generation Foundation (FGF)

Training

- Developed Language and Computer Skills
- Enhanced Presentation & Project Development Skills
- Acquired Basic Business Skills including: Marketing, Sales, Banking, Accounting, Business Correspondence and Report Writing.

- International Computer Driving License (ICDL)
August 2008 – October 2008

Certified as International Logistics Specialist from (W.T.O.I)

Training Courses

- Successful Completed FedEx Global Service Program COSMOS, Grade 95%
- Creating Customer Wow and Customer Centric Corporation (FedEx Egypt).
- Customer Driven Workshop (FedEx Egypt).
- Teamwork Workshop (FedEx Egypt).
- Stress awareness workshop (FedEx Egypt)
- Customer Care Skills (FedEx Egypt).
- Call Center Training (FedEx Egypt).
- Customer Service Training.

WORK EXPERIENCE

Ahram Security Group

Senior Logistics Specialist from Jan 2022 to Present

- Create ACID number for each shipment and revise all shipping documents on NAFEZA and sign it till step 46.
- Receiving purchasing orders from procurement to start communicating with

Freight forwarders.

- Follow-up with Freight Forwarders, courier, shipping lines for freight quotations for Import shipments
- Forwarding completed shipments details for internal departments such as planning, Warehouse.
- Record demurrage for each shipment to discuss reason for it.
- Track & trace all operations shipments daily.
- Audit and record all suppliers' invoices till submit it to finance team.
- Follow-up with transporter agent to ensure time for delivery complete shipments.
- Coordinating with Clearing agent to provide him with all documents needed for clearance.
- Follow-up with finance team for suppliers' payment.

Azadea Egypt

Senior Logistics Specialist from April 2019 to December 2021

- Provide, in coordination with the Logistics Manager, needed support and advice to internal customers within area of expertise to ensure attainment and maintenance of set logistics practices standards.
- Ensure efficient service to the business by setting work objectives and schedules for specific Logistics operations and/or processes.
- Identify procedures and reports related to the assigned area of charge, suggesting improvements in order to support the ongoing development of Logistics standards.
- Follow up, internally, with the local logistics teams on internal shipments and, externally, with forwarders, clearing agents, insurance brokers and suppliers on all issues related to delay of external shipments.
- Ensure logistics policies and procedures are in adherence to identified legal requirements/regulations.
- Compare costs of forwarder companies in local markets and recommend best deal in alignment with the group's corporate strategy
- Report non-compliance issues to the Management ensuring timely resolution while maintaining high quality service level

Groupe Atlantic (ECET Factory)

Senior Export Specialist from April 2018 till March 2019

- Process shipments on FedEx and DHL system.
- Ensure that all documentation meets export regulations.
- Receiving invoices from the shipment Co.to review and delivered it to Finance department for issuing checks.
- Sending to shipment companies asking for best price for shipping our orders.
- Receiving customer's complaints and forward it to the person in charge to explain the problem and reply with a corrective action.
- Preparing and issuing shipping documents through software system or manually.
- Follow up with forwarders arrivals containers to uploading with finish goods and export it to Clients.
- Contacting daily with customers to updates their requirements.
- Follow up the finish goods with warehouse & production to ensure stock covering Customer Orders.
- Making and sending final shipment declaration to forwarders

M.H. Alshaya

Logistics Specialist from June 2016 till April 2018

- Plan for, contact, coordinate and manage all freight carriers to ensure cost effective (meet or beat budget as provided), timely and complete inbound and outbound deliveries as needed;
 - Find, evaluate, investigate and sign up reliable, cost effective freight carriers as needed;
 - Prepare any and all shipping documents needed such as RFQ (Request for Quotes), purchase orders, terms and conditions, work order travelers, bills of lading, shipping instructions and maps, pack lists, pick lists, labels, tally sheets, customs documents and any other shipping paperwork as needed to transport any and all materials to and from ALSHAYA.
 - Oversee and execute all material receiving for ALSHAYA facility;
 - Responsible for the completeness and accuracy of all shipping, receiving and inter-company paperwork and system transactions by ensuring system transactions are done;
 - Work proactively and efficiently within a dynamic, growing team environment by working

respectfully with other departments such as yard personnel, manufacturing and office personnel to create and document processes where they don't exist and fix processes that need improvement;

- Assist project manager as needed in resolving customer claims related to shipping or carrier issues by identifying, tracking and collecting relevant shipping or carrier information that will protect the company and limit ALSHAYA liability;
- Revise and audit the invoices with the brokers and freight forwarders that they are handling ALSHAYA shipments to ensure the accuracy of all invoices and to avoid any miscalculations;
- Other duties and projects as assigned.

DHL Express

Special Clearance Services Agent from May 2015 till May 2016

- Responsible for providing a pro-active, prompt, reliable, and professional personalized service to DHL's customers in the area of customs clearance processes also to act as link between our customers & the Gateway customs clearance. Department
- Respond to internal and external customer requests for the held shipment customs related information in a timely and professional manner to ensure held shipments are processed to achieve optimum clearance times.
- Assist with resolution of the trace files where the problems specifically related to customs issues to support the prompt resolution of the files.

FedEx Express

Customer Service Agent April 2010 – till December 2010

- Providing customers with FedEx global services.
- Handling the customer's inquiry and questions.
- Provide courteous and professional answers to customer's inquiries by telephone, e-mail or any other medium.
- Responding officially to every mail sent to FedEx Egypt, in Night Shift.
- Carry out tele sales tasks restricted by specific target amount every week.
- Provide information and advice on a wide range of company services and procedures.
- Solving routine problems to the customer's satisfaction.
- Co-operate with internal departments and external branches to solve customer's problems.
- Ensure the customer's satisfaction and loyalty.
- Handling/tracking the incoming and outgoing shipments problems.
- Responsible for providing sales lead for new customers.
- Try to achieve more than customer expectations by continually improving quality of service as possible restricted by FedEx service level policy.
- Tracing, to trace the shipments and find out the reason for any delay, transit point, open trace files for the shipment in order to make global conversation between FedEx worldwide Hubs, Ramps.
- Manifest, to follow and filter import shipments according to its status and update it in specific sheet daily to facilitate shipments trace.
- Follow up, to handle any problem relate to shipping process from the point of origin to the point of destination moving to operation management, find alternatives solutions and make sure that hold shipments is delivered.
- Missed, to follow the missed pickups, make inquiries by collecting data from dispatch department and customers, offer definitive solutions and try to end all cases.
- Other logistics related tasks, to arrange supplies, speed delivery, special delivery requests, any

related POD request, hold, stop and return, price quotations, determining delivery commitment time, preclearance for customs

Customs trace agent from January 2011 till April 2015

- 1-inform customers by Shipping documents related to each shipment & revert back to the customer with any comments
- 2- Track shipments arrival & notify customer once arrived
- 3- Coordinate with the broker to release the shipment and get any needed information
- 4- Notify the customer with any needed approvals or additional documentation related to the shipment & track its receiving
- 5- Handover all needed documentation/approvals to broker to finalize clearance
- 6- Request duties from customer unless he has a credit agreement for him to transfer them
- 7- Track with the finance department the status of the transfers & request cash/check.

Vodafone Egypt

Customer Service Representative March 2009 – till March 2010

- Answer phones and respond to customer requests.
- Provide customers with product and service information. .
- Identify, research, and resolve customer issues using the computer system.
- Follow-up on customer inquiries not immediately resolved.
- Complete call logs and reports

PERSONAL INFORMATION

Date of Birth: 29/05/1984

Marital Status: Married

Military Status: Exempted