



moiniswell@gmail.com



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Al Nakheel nearby Cigalah Warehouse, Jeddah (willing to relocate any place in kingdom), Saudia Arabia



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SKILLS

Warehouse & Inventory Management: Stock control, SKU tracking, returns handling, sample recording, warehouse layout planning, safety compliance (SFDA/Baladiya).

• Dispatch & Logistics Coordination: Shipment scheduling, invoice lifecycle (PO to delivery), team supervision (pickers/loaders), cross-functional coordination with sales, finance, logistics.

ERP & Documentation Expertise: Universal Direct ERP operations, inventory updates, merchandise returns, barcode tracking, report generation, and record-keeping.

Digital Tools & Reporting: Proficient in Microsoft Excel, Word, Outlook, Google Sheets & Docs for reports, logs, and warehouse data management.

Moinuddin Syed

Warehouse & Inventory Operations Specialist | ERP & Documentation Coordinator | Team Leader – Dispatch & Compliance

Warehouse & Inventory Pro | ERP, Dispatch, Documentation | Driven to streamline operations & lead with precision.

WORK EXPERIENCE

Dispatch Coordinator & Assistant Storekeeper | ERP, Inventory & Warehouse Operations Specialist

Cigalah Trading Establishment - Consumer|DERMA|Friesland|AGHRASS (Warehousing & Logistics)

2024 - 07/2025

Achievements/Tasks

- Managed daily dispatch operations, coordinating outgoing shipments and ensuring timely delivery.
- Looked after all stored facility equipment, machinery, and industrial items, ensuring proper storage, documentation, and safety protocols.
- Assisted the Storekeeper in supervising pickers, loaders, and organizing daily dispatch schedules.
- Operated Universal Direct ERP to maintain stock accuracy, manage returns, and generate reports.
- Controlled documentation for purchase orders, invoices, transfers, receiving and delivery confirmations.
- Maintained SKU-level accuracy, recorded customer and merchandiser returns, and processed sample entries.
- Ensured warehouse compliance with SFDA, Baladiya, and Saudi labor safety standards.
- Created daily, weekly, and monthly inventory and dispatch reports using Excel and Google Sheets.
- Acted as liaison between finance, logistics, data entry, and sales teams for seamless operations

Senior Customer Support Associate & Warehouse loss Prevention Synchrony Financial (formerly GE - General Electrics)

01/2023 - 03/2024

Achievements/Tasks

- Delivered high-level customer service to U.S.-based clients through voice and chat support.
- Resolved complex queries with empathy and accuracy, meeting SLA and quality metrics.
- Maintained records of interactions and account updates using internal CRM systems.
- Trained new joiners in call handling, compliance procedures, and escalation management.
- Contributed to warehouse loss prevention initiatives, helping identify risks related to facility equipment storage and reporting discrepancies in coordination with asset protection teams.

Consultative Sales Representative

Google (Client) via Regalix India PVT LTD.

03/2019 - 02/2020

Achievements/Tasks

- Handled B2B consultative sales for Google Ads clients, providing tailored campaign strategies.
- Onboarded small-to-medium businesses and optimized ad performance.

Senior Customer Service Associate

Sitel India PVT LTD. (EARTHLINK - USA & TRAINLINE UK)

12/2017 - 03/2019

Achievements/Tasks

- Provided voice-based support to international customers, resolving issues and processing service requests.
- Maintained high CSAT (Customer Satisfaction Score) and adhered to compliance guidelines