

Abdallah Ali

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CAREER OBJECTIVE

Seeking a challenging advancing position within a major firm that will allow for growth and a chance to use and contribute my education and job experience. The sought position should be one in which my creative, technical and interpersonal skills can be further developed and applied.

Experience

- **Logistics Supervisor at Hunger Station, Riyadh, Saudi Arabia November 2024**
 - **Participate in the development and implementation of goals, objectives, policies, and priorities of the organization**
 - **Direct and review work plan for assigned staff**
 - **Implement appropriate safety guidelines and investigate injuries or unsafe conditions**
 - **Develop delivery schedules and drop shipment strategies**
 - **Meet with staff to identify and resolve problems**
 - **Select, train, motivate, and evaluate assigned personnel**
 - **Prepare and present staff reports and other correspondence as appropriate and necessary**
 - **Manage and coordinate the organization, staffing, and operational activities for district warehouses and stores**
 - **Manage daily routes/schedules of shipments and deliveries**
 - **Tracking the progress of shipments**

- Dark Store & Last Mile Operation Manager at Breadfast January 2024

- Manage the last mile delivery operations including fleet optimization & assigning.
- Manage daily operations within the dark store, enabling customer order fulfillment at targeted service levels.
- Design and optimizing the storage, handling, and order fulfillment processes.
- Own the full financials of the dark store including cost optimization projects and unit economics studies.
- Ensure safety & quality compliance across the full premises.
- Build and deliver the talent development program for all operations and last mile teams within the dark store organization.
- Review staff performance and offer constructive feedback
- Collaborate with team leads on setting and achieving team-specific goals
- Review inventory based on current trends, availability of new products and customer interest
- Display merchandise to maximize purchasing appeal
- Organize sales and product demonstrations
- Write sales and customer reports and make recommendations for improvements
- Interact with customers and resolve complaints or grievances
- Collecting and analyzing feedback from customers to gauge satisfaction and success
- Overseeing the delivery of projects and making adjustments as necessary to ensure they are delivered to specifications and high standards
- Communicating with employers about project, event or campaign expectations and goals

- Order Processing Manager at jumia , Cairo, Egypt , October 2023

- Oversee the daily operations of the order processing department and provide guidance and direction to staff.
- Monitor staff performance and ensure quality customer service is provided.
- Coordinate with other departments to ensure order accuracy and on-time delivery.
- Develop and implement policies and procedures for the order processing department. Troubleshoot order processing issues and resolve customer complaints.
- Prepare performance reports and analyze trends.

- Inventory Supervisor at jumia , Cairo, Egypt , September 2022

- Manage day-to-day operations of order processing facility using proprietary supply chain planning systems while tracking and coaching employees to process standards and metrics.
- Responsible for continually assessing the effectiveness of processes and procedures through effective measurements and reporting back to the warehouse manager.
- Lead a cross-functional team to identify customer satisfaction and operational key performance indicators and create an executive KPI dashboard.
- Make sure the team KPI's are being achieved.
- Maintain warehouse and always ensure 5S of same, evaluate all orders to ensure to be error-free and update data accordingly.
- Ensure cost efficiency by adjusting the team manpower/shift as per the commercial forecast.
- Identifies and analyzes issues directly impacting order processing, develops and implements solutions to optimize maximum productivity and efficiency within the department.
- Update the team schedule weekly to be matched with expected volume of orders.
- Achieve 100% of Outbound KPIs (3 hours maximum between each update Pick, Pack and shipped

- Inbound Supervisor at Jumia , Cairo, Egypt , January 2022

- Manage operational strategy for products including developing, implementing, and managing reverse logistic service operations
- Manage inbound loads and coordinate with commercial team to get accurate arrival times for the vendors
- Developing the performance of all employees and reviewing their work by following up on their daily productivity
- Participate in scheduled meetings as needed to stay abreast of company requirements and opportunities and keep the appropriate all company departments abreast of trends and changes in the logistics industry

- First mile QC supervisor at Jumia , Cairo, Egypt, January 2021

- Ensure to collect all pickups from the vendors without any pickups filed.
- Ensure to return all RTV/DRTV to the vendors to keep our Vendor Promise.
- Resolve all issues Related to Couriers & Vendors.
- Ensure to receive all products with everything is matching like (Images-Descriptions...etc.to keep our customer satisfied and minimize the returns.
- Handling face to face Vendor issues.

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- **Hub Manger at Jumia, Cairo, Egypt, June 2020**

- Manages Hub objectives by assigning, scheduling, coaching, and developing employees. Communicating responsibilities; planning, monitoring, appraising job contributions. Makes sure the hub team is adhering to company's policies and procedures.
- Managing day to day operation (Dispatching, routing, and tracking) of Hub E-Commerce Delivery Fleet.
- Leading all QC agent team and Follow their Tasks.
- Meets Hub operational standards, implements team productivity and customer-service standards; resolves problems; identifies needed improvements.
- Manage Hub financial standards by monitoring expenditures; identifying variances; implementing corrective actions.
- Manages courier schedule on daily basis to ensure all inbound order are out for delivery.
- Manages courier schedule on daily basis to ensure all inbound order are out for delivery.
- Maintains safe and healthy work environment by following and enforcing standards and procedures complying with legal regulations.
- Keeps tools & equipment operational by enforcing operating instructions; troubleshooting breakdowns; requiring preventive maintenance; calling for repairs when needed.
- Develop staff knowledge and skills by conducting the training plan for the staff quarterly.
- Maintaining records and reports of performance and quality.
- Reporting.
- Responsible for agents results and targets Complaints response
- Following all internal process.

- **Quality Control Specialist at Jumia, Cairo, Egypt, April 2019.**

- Check products by sight, sound, or feel to locate imperfections such as cuts, scratches, missing pieces, or crooked seams.

EDUCATION

Bachelor of Commerce, Accounting, 2018

Good Degree

SKILLS

skills:

Using MS Office Applications (Excel, Word, Power Point).

Operating Win 7- Win 8.

Data Analyses

Language Skills:

Arabic: Mother tongue.

English: Excellent

PERSONAL DATA

Date of Birth : 21th March, 1996

Place of Birth : Cairo Egypt

Nationality : Egyptian