

Hamoud Alkaisi



EXECUTIVE PROFILE

A Logistics Supply Chain and Process Improvement manager with 20+ years of experience delivering complex projects across multiple industries in GCC. Possessing competencies in defining and driving organizational transformation strategy, rendering expertise on logistical and supply chain projects across the GCC within the, oil and gas, commercial sectors.

WORK EXPERIENCE

Rawabi Vallianz
Freight Coordinator
Jul 2024 - Present

Main Tasks

Coordinating transportation providers to ensure prompt and proper movement of shipments
Coordinating with suppliers and forwarders to optimize cargo integrity and transit times.
Reviewing purchase orders, quotation requests, and shipping documents to ensure accuracy.
Arrange special shipping arrangements as required, addressing dangerous and non dangerous goods.
Tracking and fixing shipping errors and delays.
Preparing bills and invoices using company pricing tools.
Managing distribution and shipment budgets.
Ensuring statement of accounts and invoices finalized as per terms and agreements.
Ensuring that the quality of all services provided meets the required company, and government standards.
Developing processes that make the supply chain more efficient, organized, and price optimized.
Negotiating with suppliers, agents, and brokers for price and efficiency.
Handling customer enquirer shipments and troubleshooting customer concerns.
Liaising with partners and agents regarding shipment details and coordinating logistics inquiries.
Handling pricing inquiries for air, road and sea freight.
Following up and tracking shipping details and updating freight system.
Updating monthly performance reviews and targets to management.
Meet with sales team to optimize business and target new business opportunities.

Responsibilities

Receive urgent and non-urgent requests and bookings regarding shipments and log.
Address problems and requests by coordinating and providing solutions to clients.
Prioritize suppliers according to demand urgency and importance.
Monitor route and status of freight movement and coordinate prioritize their schedule.
Provide customers with information about orders, traffic, obstacles and

CONTACTS

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KEY SKILLS

- + Strategic Planning
- + Logistics Management
- + Management Consulting
- + Change Management
- + Corporate Governance
- + Feasibility Studies
- + M & A Advisory
- + Continuous Improvement
- + Financial Management
- + Risk Management
- + Project Management
- + Sustainability Management
- + Team Building

IT Skills:

MS Products, SAP, Primavera, ERP
Oracle Fusion, Gacfreight

EDUCATION

- PMP Pmi
- Prosci Change Management Certification, Dubai
- Environmental Sustainability Governance
- Global Reporting Initiative
- Lean Six Sigma Certification
- BA MIS
- NVQ Level 7 Maritime UK
- NVQ Level 6 Maritime UK

PERSONAL INFORMATION

Nationality : Saudi Arabia

Languages : Arabic, English

Experienced in organizational , local, and international legal requirements.
Ability to troubleshoot and coordinate with various departments within organization.
delays.
Enter data in freight system and maintain logs and records of activities and operations.
Skills
Proven experience as freight dispatcher with high level scheduling skills, and pricing experience. Knowledge of relevant transport methods and relevant freight terms (incoterms).

GAC Saudi Arabia

Logistics Coordinator and customer service executive

October 2023 – Jul 2024

Achievements:

- Coordinating transportation providers to ensure prompt and proper movement of shipments
- Responding to customer inquiries and referring clients to the proper channels
- Reviewing purchase orders and shipping documents to ensure accuracy
- Arrange special shipping arrangements as required, addressing dangerous and non dangerous goods.
- Tracking and fixing shipping errors and delays.
- Preparing bills and invoices using company pricing tools.
- Managing distribution and shipment budgets
- Ensuring that the quality of all services provided meets the required company standards
- Developing processes that make the supply chain more efficient and organized
- Handling customer inquiries shipments and troubleshooting customer concerns.
- Liaising with partners and agents regarding shipment details and coordinating logistics inquiries.
- Handling pricing inquiries for air, road and sea freight.
- Following up and tracking shipping details and updating freight system.
- Updating monthly performance reviews and targets to management.
- Meet with sales team to optimize business and target new business opportunities.

Key Responsibilities:

- Managing logistics chain of all strategic elements, charting future growth plans and market positioning.
- Manage distribution's subcontractors/vendors, comparing the rates and negotiated contract terms and conditions and evaluate their performance.
- Rendered advisory on several strategic and operational aspects of projects undertaken by the company. Key deliverables included logistics management implementation in projects, business process creation, KPI creation, steering committee management, project oversight, and benchmarking, IT integration and logistics optimization, and engagement management.
- Prepare the distribution budget and evaluate inventory and freight costs associated with transportation to ensure low expense cost and profit margin.

Ducon, Dubai, UAE

Logistics Coordinator

January 2018 - April 2023

Achievements:

- Coordinated shipping requests for expedited delivery and documented accurately to ensure correct shipping / billing targets.
- Handled high-volume supply chain and collaborated with Training and Communications department to resolve invoicing and shipping problems
- Ensured accurate account invoicing through collaboration with accounting department.
- Tracked orders and notified employees of status or potential delays
- Maintained excellent working relationships with external workers by efficiently responding to inquiries and complaints concerning work orders, invoices and shipments,

- Checked prices and calculated totals for accurate invoice processing
- Worked with Logistics Manager, supply supervisor, and team members to understand supply needs and bring levels within desired tolerances
- Worked with Logistics Manager to resolve fleet maintenance, availability and provide best practice customer service, adhered to company KPI's.

Key Responsibilities:

- Managing logistics chain of all strategic elements, charting future growth plans and market positioning.
- Manage distribution's subcontractors/vendors, comparing the rates and negotiated contract terms and conditions and evaluate their performance.
- Rendered advisory on several strategic and operational aspects of projects undertaken by the company. Key deliverables included logistics management implementation in projects, business process creation, KPI creation, steering committee management, project oversight, and bench marking, IT integration and logistics optimization, and engagement management.
- Assessed mergers and acquisition opportunities with business development team as per the corporate initiatives and client requirements.
- Developed and reported on the performance metrics to assure compliance to corporate guidelines and strategies.

Prepare the distribution budget and evaluate inventory and freight costs associated with transportation to ensure low expense cost and profit margin.

Consultant

May 2014 - Jan 2018

Investment Opportunity

Key Responsibilities:

- Completed assisted research and feasibility study on a new business initiative and investment opportunity.
- Conducted research to determine the economic viability and profitability of real estate consultancy firm. Total Project investment was estimated at 2 million SAR of which capital investment was 1.2 million SAR and working capital of 800,000 SAR.

Saudi Aramco, Eastern Dhahran, KSA

Coordinator, Organization Development & logistics Management (Supply Chain Group)

January 2003 - May 2014

Key Projects:

- Supply Planning Automation in Down Stream Operations
- Fuel Oil Optimization
- Shutdown Jeddah Refinery
- Jizan Refinery Construction and ERP Optimization
- Organization restructuring of Down Stream Department.

Achievements:

- Designed and delivered logistics management plans with team and deliverables for large Jizan ERP project.
- Benchmarked new project initiative with success and resulting cost saving of 8 % for Saudi Aramco
- Delivered process improvement for Oil Supply Planning & Scheduling Department using Lean Six Sigma tools and Prosci management plans.
- Led workshops with subject matter experts to define the logistics process.
- Researched new technology and alternative methods of efficiency.

Administrator, Operations Management (Distribution Department)

January 1996 - January 2003

Achievements:

- Redesigned all operations practices, and restored Operations to profitability by 11 %.
- Improved on-time delivery from under 30% to 98% instituted a lean production environment and processes and procedures.
- Reduced labor input 55% on one product line and 89% on another using Six Sigma methods.
- Increased test yields from 25% to 75% with Supply Chain Management improvements
- Reduced supply chain headcount 60% by implementing an Enterprise Resource Planning program and re-engineering business processes around it.

Key Responsibilities:

- Managed a dual mandate of organizational development and logistics management for the company's various units.
- Assessed organization needs of operating, business and functional units.
- Led the design, development and implementation of programs, policies and strategies tailored to meet organization needs and program goals.
- Evaluated strategies and programs to measure the achievement of established goals for organizational logistics.
- Managed the individual development planning process for executives and project group leaders.
- Prepared budgetary recommendations that meet departmental goals and provide for effective management of project resources.
- Managed the strategic planning and safe transport/distribution of package bulk/Semi-bulk products .
- Managed delivering the products to customers in time.
- Maximize fleet utilization to optimize cost against sales orders.
- Streamline the distribution system and procedures and establish effective controls.
- Verified Transport safety requirements and HSEQ implementation in Logistics.