

SAFEER HUSSAIN

OPERATIONS SUPERVISOR

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Eastern Province Khobar Dammam, KSA

10 Years of Experience

PROFESSIONAL SUMMARY

Dedicated Customs Clearance Express Supervisor with around 10 years of experience at Aramex, specializing in streamlining customs processes, ensuring compliance with international trade regulations, and leading cross-functional teams to deliver fast and reliable clearance solutions. Known for building strong relationships with customs authorities, clients, and internal stakeholders to resolve issues efficiently and minimize delays. Highly skilled in documentation management, regulatory compliance, and operational excellence, with a proven track record of driving performance improvements and maintaining high customer satisfaction. Recognized as a reliable leader who thrives under pressure, mentors team members, and consistently contributes to organizational growth and efficiency.

Professional Skills

- Customs Regulatory Expertise – In-depth knowledge of international trade laws, customs tariffs, HS codes and compliance frameworks.
- Leadership & Operational Management – Proven ability to lead cross-functional teams, set performance standards, and drive continuous improvement.
- Strategic Problem-Solving – Skilled in analysing clearance bottlenecks, implementing solutions, and reducing turnaround times.
- Customer-Centric Service Delivery – Building long-term client trust through proactive communication and personalized support.
- Process Optimization & Efficiency – Designing and improving clearance workflows to increase speed accuracy, and cost-effectiveness.
- Stakeholder & Government Liaison – Strong relationships with customs authorities, freight partners and internal departments to ensure smooth operations.
- Risk Management & Compliance Assurance – Mitigating regulatory risks by ensuring accuracy in documentation and adherence to global trade policies.
- Digital Systems & Documentation – Advanced use of clearance management software, shipment tracking tools, and digital documentation platforms.

PROFESSIONAL EXPERIENCE

Customs Clearance Supervisor,

ARAMEX | DAMMAM, KSA |

02.2016 – Current

Operation Executive – Aramex

- Coordinated daily meetings with senior management to review performance, align on upcoming projects, and ensure timely task completion.
- Oversaw all KSA operations (pickup, linehaul receiving, sorting, dispatching) while generating daily performance reports to drive improvements.
- Optimized resource utilization through regular planning sessions, maximizing operational output.
- Monitored SLA agreements to maintain service quality and compliance.

- Acted as a central communication point to resolve operational issues across KSA.
- Produced daily pickup-to-delivery and returns performance reports for management insights.

Dispatcher Operations – Aramex

- Managed customer pickup orders by assigning tasks to couriers based on area coverage.
- Tracked courier performance and ensured all pickups were completed before cutoff times.
- Prepared and analysed daily pickup performance reports.
- Streamlined operations by automating scheduling and task assignments using VBA in Excel.

Supply Order System Officer – Aramex

- Planned and forecasted material requirements based on upcoming volume requests.
- Analysed product demand and managed the full cycle of material ordering, from request to arrival.
- Supported the sales team by ensuring on-time deliveries and customer satisfaction.
- Monitored order volumes and provided daily updates to senior management.

Control Tower Team Member – Aramex

- Supervised courier activities along assigned routes, providing real-time support to achieve delivery targets.
- Conducted route planning and capacity studies to optimize delivery operations.
- Generated daily delivery performance reports for management review.
- Investigated performance gaps, implemented solutions, and improved KPIs.
- Monitored staff attendance and departure to ensure workforce efficiency.

Customs Clearance Supervisor – Aramex

- Prepared and reviewed documents for high-value and low-value shipments arriving at King Fahad International Airport.
- Resolved clearance issues with duty agents to ensure timely processing.
- Coordinated with customers to obtain required documents (CR, SFDA, SABER, ID, etc.) for customs compliance.
- Managed airway bills (MAWB) and linehaul charges in coordination with the clearance team.
- Handled freight shipments end-to-end with proper documentation support.

Education

- DAE in Civil Engineering, Sialkot, Pakistan
2014
- Matriculation (Science Group)
2010
The Punjab School, Sialkot, Pakistan

Certifications

- MS – Office
- Diploma of Human Resource
- Diploma of Computer Applications
- Diploma of English Language
- Aramex Dangerous Goods Regulation Awareness
- Aramex Global Anti-Bribery Training Course