

Mohammed Osama Abdul-Atty

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Supply chain and operations professional with 5 years of experience in logistics, e-commerce, and performance analysis—currently focused on enhancing efficiency and driving continuous improvement across end-to-end operations.

Work and Internship Experience

Logistics, Operations Supervisor

NICE ONE

| February 2024 - Present

- Supervised day-to-day logistics operations, including order fulfillment, inventory movement, and last mile coordination.
- Lead and managed warehouse and logistics staff to ensure high productivity and adherence to company policies.
- Monitored order processing, packing, and shipping activities to meet daily SLAs and customer expectations.
- Coordinated with courier partners and internal teams to ensure timely dispatch and delivery.
- Analyzed operational performance and prepared regular reports on KPIs (Order Accuracy, Fulfillment Time, Delivery Rate, etc.)
- Participated in cross-functional planning to support sales, promotions, and peak season readiness.
- Contributed to continuous improvement initiatives to enhance overall logistics efficiency and customer satisfaction.

Senior Logistics Associate

noon

| September 2021 - January 24

- Managed and supervised last mile delivery operations to ensure timely and accurate delivery to customers.
- Coordinated daily dispatch activities and route planning to optimize delivery efficiency and reduce costs.
- Liaised with fleet vendors, drivers, and hub supervisors to ensure smooth end-to-end logistics operations.
- Resolved delivery exceptions and customer escalations in coordination with customer service and operations teams.
- Ensured compliance with company SOPs and safety standards across all last mile activities.
- Assisted in training and onboarding new delivery associates and operations staff.
- Monitored delivery performance KPIs (On-Time Delivery, Failed Delivery Rate, etc.) and implemented corrective actions to meet operational targets.

Property Consultant

home.eg

| February 2021 - August 2021

- Assisting clients to make sound property-purchasing decisions.
- Analyzing market trends and demographics to identify the most sought-after and profitable areas.
- Consulting with clients to identify their needs, preferences, and financial concerns.
- Maintaining an extensive database of all properties for sale.
- Developing strategies to increase the value of properties for clients looking to sell.
- Conducting negotiations with real estate agents on behalf of clients.
- Communicating with legal counsel to prepare sale and lease documents.

Business Development Executive

entasher.com

| January 2019 - May 2019

- Familiarizing yourself with all products and services offered by our company.
- Procuring new clients through direct contact, word-of-mouth, and collaboration with the marketing department.
- Attending networking activities to research and connect with prospective clients.
- Maintaining meaningful relationships with existing clients to ensure that they are retained.
- Suggesting upgrades or added products and services that may be of interest to clients.
- Negotiating with clients to secure the most attractive prices.

Operations Management Intern

Seoudi Supermarket

August 2018

Know how to lead and supervise others while gaining experience as a worker in an operational department. In manufacturing projects, they assist in managing and carrying out production plans and employ leadership abilities to raise the quality of work. Among the responsibilities of the position are enhancing products and production processes, attending meetings with managers to discuss solutions, foreseeing issues with equipment or supplies before delays occur, and conducting research for and creating in-depth logistics reports. Qualifications may include a bachelor's degree programme in a related sector of work, depending on the business.

Quality Management and HRM Training

EgyptAir

July 2017 - August 2017

- Support the development and implementation of HR initiatives and systems.
- Provide counseling on policies and procedures.
- Be actively involved in recruitment by preparing job descriptions, posting ads and managing the hiring process.
- Support the management of disciplinary and grievance issues.
- Maintain employee records (attendance, EEO data etc.) according to policy and legal requirements.
- Review employment and working conditions to ensure legal compliance.

Statistics Trainee

Central Agency for Public Mobilization and Statistics (CAPMAS)

July 2016

Education and Qualifications

Bachelor of Business Administration, English section, Azhar University, Egypt. Fall 2018

Cumulative Grade:
Good.

Extracurricular Activity

- Coordinator at **HULT PRIZE** Azhar University.
- Head of Social Media Marketing at **Zewail City for Science and Technology Friends**.
- PM at **Youth MOTH**.
- Vice Head of Marketing at **Microsoft Student Partner**.
- Volunteer at **Misr El Kheir Foundation**.
- Social Media Marketing Team Member at **Spread for Skills**.

September 2017
February 2017
December 2016
January 2017
September 2016
September 2016

Courses

- InnovEgypt** at **TIEC** a program that consists of three Main modules "Technology Management Module, Ideation Module, Entrepreneurship 101 Module" ... (54 hours).
- Leadership Program** at **AAST** Funded by **U.S. Department of State** and administered by **World Learning** "Career Advising, Priority Setting, Team Dynamics, Presentation Skills, Communication and Negotiation" ... (48 hours).
- Critical Thinking** online course at **Rwaq**.
- Excel Analysis and Reporting** at Microsoft Virtual Academy.
- Soft skills** course at **Knowledge academy** "Positive thinking, Problem solving and Design solutions, Time management and Company structures" ... (60 hours).

Personal Information

Nationality	Egyptian
Date of Birth	1 st of November, 1995
Marital Status	Single
Military Status	Completed