

MOHAMMED YOUSRI EL SHARKAWY

Transportation & Logistics Supervisor

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SUMMARY

Results-driven Transportation and Logistics Specialist with over eight years of comprehensive experience in logistics management, customer service, and accommodation operations. Proven ability to optimize transportation systems and enhance operational efficiency, recognized with multiple Job Excellence Awards for outstanding performance. Skilled in managing daily transportation requests, coordinating logistics for diverse clientele, and implementing innovative solutions that improve service delivery and client satisfaction. Adept at analyzing transportation costs, preparing payroll, and resolving logistical challenges through effective communication and problem-solving. Committed to fostering strong stakeholder relationships and leveraging technology to streamline processes. Passionate about contributing to organizational success through strategic planning and execution.

EXPERIENCE

City Link Shuttle

Transportation Supervisor

2025 - Present

- Supervised and managed daily transportation requests, ensuring optimal scheduling and efficient task allocation among a team of drivers.
- Planned and coordinated transportation routes to reduce operational costs and improve delivery timelines.
- Monitored fleet activity and submitted maintenance and repair requests to ensure vehicle safety and reliability.
- Prepared and reviewed monthly payroll for drivers, including incentive calculations, deductions, and final settlements in compliance with company policies.
- Acted as the main point of contact for driver support, resolving operational issues, and coordinating with related departments such as Payroll, Accommodation, and Traffic Violations.
- Analyzed transportation expenses and provided management with forecasts and cost-saving recommendations for budgeting purposes.
- Oversaw driver performance, set daily and monthly KPIs, and conducted regular evaluations to maintain high operational standards

Maharah Human Resources Company

Logistics and Transportation Specialist

2021 – 2025

- Managed daily transportation requests, ensuring efficient scheduling and task assignment for drivers.
- Coordinated and executed external trips for both individual and corporate clients to optimize transportation costs.
- Monitored vehicle movements and submitted maintenance requests for vehicles requiring repairs or service.
- Prepared monthly payroll, incentive calculations, deductions, and settlements for drivers in accordance with company policies.
- Provided support to drivers, resolving daily issues, and liaising with relevant departments (payroll, Accommodation, violations).
- Facilitated timely transportation of employees for medical appointments, vaccinations, and inter-Accommodation transfers.
- Assessed transportation costs, providing insights on expected expenses to management for budgeting purposes.
- Working on managing the project management and maintenance project (spending efficiency - facility security - National Guard - Public Security - Drug Control Department) for government projects.

- Managing and implementing the Anfas Hospital project in cooperation with the Saudi Ministry of Health, and providing health care services to beneficiaries on a full-time or part-time basis.

Maharah Human Resources Company

Accommodation Coordinator (Accommodation Operations Specialist)

2020 – 2021

- Oversaw accommodation arrangements for employees and prepared them for re-employment.
- Resolved issues involving workers on strike, facilitating their return to work effectively.
- Processed maintenance requests for Accommodation facilities and compiled comprehensive reports on employee attendance and absenteeism.
- Coordinated with branch sales to ensure the availability of qualified workers in the system for immediate deployment.

Maharah Human Resources Company

Customer Service, Kharais Branch

2016 – 2019

- Managed and updated client files, ensuring the completion of all necessary documentation and regulatory requirements to maintain data integrity.
- Coordinated with Accommodation departments to ensure timely delivery of services based on client requests, enhancing overall client satisfaction.
- Followed up with clients facing payment difficulties, providing support and assistance to facilitate timely payments and minimize outstanding balances.
- Oversaw contract renewal processes, maintaining effective communication with clients to address their needs and ensure seamless transitions to new agreements.
- Resolved post-sales issues, ensuring client satisfaction and effective communication throughout the contract period, thereby fostering strong client relationships.
- Collaborated with management to implement strategies that enhance branch sales performance and meet established targets, contributing to overall business growth.
- Processed requests for individual sales, including live-in workers and hourly staff, ensuring all necessary documentation is completed and compliance with organizational standards.
- Provided exceptional customer service for individual clients, addressing inquiries and resolving issues promptly to enhance client experiences and loyalty.

TECHNICAL SKILLS

- Proficient in customer relationship management (CRM) software
- Knowledgeable in logistics and transportation management systems
- Experienced with data reporting and analysis tools
- Proficient in project management software
- Advanced skills in Microsoft Office Suite (Word, Excel, PowerPoint)
- Capable of preparing detailed reports and documentation

PERSONAL SKILLS

- Excellent communication and interpersonal abilities
- Strong problem-solving and conflict resolution skills
- Customer-focused with a proactive approach to service
- Adaptable and effective in fast-paced environments
- Strong organizational and time management capabilities
- Collaborative team player with cross-departmental cooperation skills

EDUCATION

Menoufia University, Egypt

Bachelor of Commerce | 2014

CERTIFICATIONS AND COURSES

- **PMP Skills (2020)**
- **Occupational Safety and Health Certificate (2022)**
- **Electronic Accounting Certificate (2012)**
- **Effective Communication with Customers (2020)**
- **Financial Performance Management: Startup Phase (2020)**
- **Financial Performance Analysis and Cost Reduction Course**
- **Customer Service Course**
- **EDU Egypt Program Course (2014)**

LANGUAGES

- English