

Momen Ahmed Abdelrahman

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Personal Statement

I am a dedicated and results-driven professional, always seeking new challenges and opportunities to grow especially within the e-commerce field. My goal is to make a remarkable career while making a meaningful impact on the success and growth of the organization I work with.

Experience

(Jan. 2025 to Present). “Madar Group Egypt | Alexandria, Egypt”

• E-Commerce Specialist

Key Responsibilities & Achievements:

- ❖ Oversaw **daily e-commerce operations**, including order processing, payment verification, and shipment coordination—assigning couriers based on geographic zones (Cairo vs. out-of-governorate) to optimize delivery timelines and reduce logistics costs.
- ❖ Successfully managed and continuously optimized **three e-commerce platforms** (*Bonny, Bobo, and Babyland*), ensuring high performance, smooth product rollouts, and a seamless user experience across both desktop and mobile.
- ❖ Collaborated with the **marketing team** to plan and execute targeted digital campaigns that drove traffic, improved conversion rates, and expanded customer acquisition across key product lines.
- ❖ Delivered outstanding **customer service** by proactively managing complaints, returns, and inquiries—enhancing customer satisfaction and retention through fast and effective support across all channels.
- ❖ Managed and optimized performance on **leading marketplace platforms** including **Noon, Jumia, and Amazon**, handling everything from product uploads, pricing, and stock syncing to promotional campaigns and customer feedback resolution.
- ❖ Coordinated closely with **warehousing and logistics teams** to ensure timely and accurate order picking, packing, and shipping—meeting SLAs and minimizing order errors or delays.
- ❖ Monitored platform analytics, sales reports, and customer behavior data to identify performance trends and recommend actionable improvements in UX, pricing, and product presentation.
- ❖ Supported content creation and product catalog management, ensuring consistency in **product data, images, and descriptions** across all channels.
- ❖ Ensured all payment methods (COD, online, pay-later) were correctly tracked before dispatch, minimizing financial discrepancies and improving operational accountability.
- ❖ Prepared and shared **weekly and monthly performance reports**, covering sales, collections, marketplace KPIs, and logistics metrics to inform strategic decision-making.

(Dec. 2022 to Jun. 2024). “Tradeline | Zayed, Egypt”

• E-Commerce Manager

Key Responsibilities & Achievements:

- ❖ Successfully managed and optimized 4 e-commerce platforms (XPRS website & mobile app, Tradeline website & mobile), ensuring seamless user experience and smooth product launches.
- ❖ Collaborated closely with the marketing team to develop and implement effective digital campaigns that expanded the customer base and increased online engagement.
- ❖ Led customer service initiatives by proactively resolving issues, streamlining communication, and enhancing satisfaction across all digital touchpoints.
- ❖ Designed and maintained the company’s Shopify-based website, customizing themes and elements to align with brand identity and UX/UI standards.
- ❖ Created and managed product catalogs and collections, overseeing the upload and organization of over 800 SKUs.
- ❖ Trained and mentored new team members, while coaching underperformers to meet operational goals and uphold service standards.
- ❖ Oversaw end-to-end order fulfillment by coordinating with warehouse and logistics teams to ensure timely and accurate deliveries.
- ❖ Handled post-purchase processes, including customer returns, refunds, and payment reconciliations across cash, card, and cheque transactions.
- ❖ Monitored website analytics, traffic trends, and customer feedback to inform content updates and product positioning strategies.
- ❖ Produced detailed monthly e-commerce performance reports, including sales analysis, collection breakdowns, and operational insights.
- ❖ Tracked team KPIs and processed commission payouts based on individual and collective performance metrics.
- ❖ Ensured full compliance with internal policies, quality standards, and workplace safety regulations.
- ❖ Promoted a collaborative and goal-driven work environment through team-building activities and active leadership.

(Dec. 2020 to Dec. 2022). “Tradeline | Zayed, Egypt”

• E-Commerce Logistics & Support Supervisor

Key Responsibilities & Achievements:

- ❖ Oversaw daily order processing and fulfillment, sorting shipments based on location (Cairo vs. out-of-governorate) and assigning them to appropriate couriers, primarily Aramex.
- ❖ Negotiated shipping rates with logistics providers to optimize cost-efficiency and regularly reviewed invoices for accuracy and compliance.
- ❖ Ensured seamless last-mile delivery by coordinating closely with couriers and warehouse teams, maintaining SLA adherence and delivery deadlines.
- ❖ Delivered high-level customer service by addressing inquiries, handling returns, processing refunds and exchanges, and ensuring customer satisfaction.
- ❖ Conducted damage/discrepancy investigations on deliveries and resolved issues through direct coordination with suppliers and internal teams.
- ❖ Maintained and monitored accurate payment records by verifying payment methods (COD, online, installments) before handing orders to couriers.
- ❖ Prepared and sent **daily sales analysis reports**, including breakdowns by courier and payment method, to support decision-making.
- ❖ Generated and submitted **monthly e-commerce collection reports** to track financial performance and support accounting reconciliation.
- ❖ Ensured adherence to standard accounting procedures, supporting financial accuracy and reporting transparency.
- ❖ Supervised and evaluated team productivity, monitored task completion, and enforced compliance with operational standards and safety policies.
- ❖ Managed staff scheduling, approved leave requests, and optimized workforce planning to align with operational demands and budget targets.
- ❖ Maintained the Shopify product catalog of over 800 SKUs, ensuring accurate listings, updated inventory, and alignment with brand presentation.
- ❖ Supported the content and e-commerce teams in product uploads, website merchandising, and catalog updates.
- ❖ Promoted a customer-centric approach by consistently engaging with clients to better understand needs and enhance service delivery.

(Nov. 2019 to Dec. 2020).

“Tradeline | Zayed, Egypt”

● **Accounts Receivable & E-Commerce Collections Officer**

Key Responsibilities & Achievements:

- ❖ Performed a range of clerical and financial tasks, including data entry, invoice preparation, payment reminders, and accurate document filing.
- ❖ Followed up on B2B invoice collections through **cash, cheques, and bank deposits**, ensuring all transactions were properly recorded and allocated to the correct client accounts.
- ❖ Oversaw the collection process for **online retail sales**, managing diverse payment channels including **COD, online payments, installment plans, and pay-later services**, with accurate reconciliation.
- ❖ Processed transactions via multiple payment methods (cheque, cash, and card) using POS systems, ensuring financial accuracy and customer satisfaction.
- ❖ Prepared and submitted **monthly e-commerce collection reports**, highlighting trends, payment breakdowns, and outstanding balances.
- ❖ Verified all order payment methods prior to courier handover, ensuring payment integrity and reducing the risk of revenue leakage.
- ❖ Supported departmental managers in enhancing **inventory controls and stock accuracy**, contributing to smoother financial and operational coordination.
- ❖ Led the coordination of **month-end closing activities**, ensuring timely completion under tight deadlines and accurate financial reporting.
- ❖ Conducted detailed reconciliation between **monthly bank statements and Aramex shipping waybills**, identifying discrepancies and ensuring full alignment between financial and logistics records

(Nov. 2018 to Nov. 2019).

“Medizen |Burj alarab, Egypt”

● **General Accountant**

Key Responsibilities & Achievements:

- ❖ Processed and recorded client invoices, ensuring accurate documentation and preparation of supporting exchange billings, with all transactions properly reflected in client accounts.
- ❖ Managed end-to-end billing and collections for each client via **cash, cheques, bank deposits, and bank transfers**, with timely and precise entries into accounts receivable.
- ❖ Handled all export documentation and procedures, including **pricing, packing lists, pro forma invoices, and commercial invoices**, while closely following up on payment collections for international orders.
- ❖ Reviewed and recorded **operating expenses** related to the company’s scientific offices, ensuring cost control and accurate allocation.
- ❖ Monitored the company’s outstanding debts and conducted **bi-monthly debt analysis reports** to support financial planning and risk mitigation.
- ❖ Administered employee banking matters, including **salary transfers, new bank account setup, and payroll calculations**, factoring in **advances, overtime, and necessary deductions** to determine accurate net pay.

(Oct. 2016 to Feb. 2017)

“Mr. Ashraf Hegazi Accounting Office| Alexandria, Egypt”

● **Accountant.**

Key Responsibilities & Achievements:

- ❖ Conducted detailed reviews of **financial statements and tax audit reports**, identifying discrepancies and implementing corrective actions to ensure accuracy and compliance.
- ❖ Maintained robust internal financial controls in line with **GAAP** and **IFRS**, ensuring transparency, consistency, and regulatory compliance across all financial reporting activities.
- ❖ Led the **year-end closing process**, accurately calculating tax obligations and preparing timely submissions to **HMRC**, while minimizing risks of penalties or misstatements.

(May 2019 to July 2019)

“Doors Egypt | Alexandria, Egypt”

● **Administrative Supervisor**

Key Responsibilities & Achievements:

- ❖ Organizing the reservations sheet.
- ❖ Organizing the staff working hours schedule.
- ❖ Supported managers with smooth and efficient clerical support.
- ❖ Managing the business financial accounts to make sure of the accuracy of the business expenses, and revenues and preparing the payroll statement.

(Feb 2017 to Jul 2017)

“Doors Egypt | Alexandria, Egypt”

● **Administrative Coordinator**

Key Responsibilities & Achievements:

- ❖ Control and manage the sound and light of the room.
- ❖ Organizing the reservations sheet.
- ❖ Supported managers with smooth and efficient clerical support.

Civil work & Voluntary experience

● **Head of Interpersonal Skills Training Committee at Waikindi’16.**

Coordinate The committee responsible for:

- ❖ Training Members and improving their soft skills.
- ❖ Design Applicable workshops to apply the learnings.

● **Head of Cultural Development Dept. at PSO (Parallel Society Organization).**

The Dept. is responsible for planning the Projects and Events And the team member is the instructors of the Mega Events.

● **Human Resources Coordinator at TSO’15 (The Special One Project).**

The coordination of the team responsible for the recruitment process and evaluating the Project members.

Awarded as Best Team Member.

● **Interpersonal Skills Trainer at SMS’14 (Stock Market Simulation Project).**

The committee is responsible for Coaching The participants and improving their soft skills.

Awarded as Best Team Member.

Technical Programs

- Shopify. (High working proficiency).
- Odoo ERP. (High working proficiency).
- DoubleClick ERP. (High working proficiency).
- Microsoft Office. (High working proficiency).
- Adobe lightroom. (High working proficiency).
- Adobe Photoshop. (V. Good working proficiency).

Education

Bachelor's Degree of Commerce, Accounting Dept, Faculty of Commerce, Alexandria University, Egypt Class16.

Courses

- UX Researcher - Cross-skilling Track. (Udacity)
- Foundations of User Experience (UX) Design. (Google)
- Start the UX Design Process: Empathize, Define, and Ideate. (Google)

Languages

- Arabic (Native).
- English (V. Good working proficiency).