



AHMED ATALLAH

Senior Shipping Manager



+966 59 788 5643



ahmed_moniem@hotmail.com



Riyadh, Saudi Arabia 13525



linkedin.com/in/ahmedmoniem



1977-10-04 Kuwait



Egyptian

EDUCATION

06/1999

Mansoura University | Egypt
BSc.: Commerce

SKILLS

- Shipping
- Freight Forwarding
- Ocean Freight
- Air freight
- Land Freight
- Supply Chain
- Logistics
- Procurement
- Global sourcing
- Customs regulations
- Problem-solving
- Customer relations
- Marketing Research

LANGUAGES

- **Arabic**
Native
- **English**
Fluent

PROFESSIONAL SUMMARY

Endures 25 years of total experience, including more than 20 years of hands-on expertise in Shipping, Freight Forwarding Management, Ocean & Air Freight, Freight Pricing, Freight Operations, E2E, Upstream Supply Chain, International Procurement, Global Sourcing, Projects Supply, in addition to 5 years of experience in Marketing Research and Market Studies.

- Analytical and well-organized, with a focus on improving processes and procedures, as well as creating and implementing comprehensive shipping strategies.
- Possesses effective communication and team-building skills, supported by an extensive network of industry connections to facilitate daily operations and critical tasks.
- Fully knowledgeable about global and local shipping and customs regulations and policies.
- Excellent interpersonal, written, and verbal communication skills.
- Demonstrates strong leadership and supervisory abilities.
- Manages all import and export shipments and oversees shipping procedures (Air and Ocean) in collaboration with international and local suppliers to ensure delivery to the final client starting from submitting orders to discussing the shipping process, preparing necessary documentation, managing packing and customs procedures, coordinating local trucking (EXW), and taking any required actions to ensure the secure and smooth transport of goods until delivery (FPOD), including transit stops as needed.
- Additionally, I focus on finding the most economical shipping rates while ensuring high-quality shipment procedures and a seamless flow.
- Experience includes handling temperature-controlled shipments in the cold chain, managing special shipments such as IMO or hazardous materials, as well as oversized and overweight shipments that need special container types.
- Other responsibilities include cross-booking and re-exporting shipments.
- The option to visit any country to oversee shipping procedures if needed.

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EXPERIENCE

Freight Forwarding Manager

01/2024 - Present

Mkhdoom logistics Services

Riyadh

As the Freight Forwarding Manager for a startup company, My key responsibilities include:

- Establishing general frameworks for the company's various activities, including sea, air, and land shipping.
- Contributing to the establishment of the organizational structure for various departments, including Commercial, HR, and Finance.
- Creating foundations and frameworks for organizing work procedures among the company's different departments.
- Attracting qualified expertise for all departments.
- Streamlining and professionally organizing workflows to meet the goals and ambitions of the company and its founders.
- Promoting and advertising the company's various services on social media platforms and related websites.
- Enhancing the company's platform, which allows customers to access all company's services.

Country Pricing Manager - Freight Forwarding

08/2023 - 11/2023

AJEX Logistics Services

Riyadh

As a Country Pricing Manager, and in line with the company policy to centralize pricing in Riyadh, I am responsible for the following:

- Quoting international ocean and air shipments (both import and export) for all shipment terms PTP, DTP, and DTD.
- Communicating with a worldwide network of international and local agents.
- Coordinating with sales teams in KSA, Bahrain, and the UAE to understand client needs.
- Identifying the best rates in the international market based on shipment terms, commodity, dimensions, weights, packing, EXW, trucking, insurance, customs clearance, warehousing, temperature control, special documentation, and more, to provide the best offers to customers.
- Engaging in strong negotiations with international agents to secure target rates for clients.
- Adhering to the company's profit margin policy.
- Coordinating with operations teams.

Senior Shipping Manager

08/2022 - 08/2023

Emddad Middle East for Shipping Services

Riyadh

As a Senior Shipping Manager, I was responsible for overseeing international shipping:

- Coordinating international shipping processes.
- Monitoring EXW processing in the country of origin.
- Managing local logistics in the country of destination.
- Building and maintaining strong relationships with clients.
- Collaborating with clients to prepare the necessary documents for customs clearance.
- Overseeing customs procedures.
- Coordinating with the accounting department to facilitate the timely issuance of invoices.

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Senior Shipping & Logistics

08/2018 - 10/2021

Worldwide for International Shipping (WWIS)

Mansoura

As a Senior Shipping & Logistics professional, I was responsible for international shipping and managing communications with shipping line agencies:

- Contributing to the development of the company's strategic plans in collaboration with our experienced team.
- Building and maintaining strong relationships with all shipping lines to facilitate international orders and secure competitive rates.
- Determining work procedures and preparing schedules and shipping methods to meet shipping and receiving timelines based on shipment priorities. This ensures an expedited workflow while maintaining the accuracy and completeness of shipments.
- Managing the team in a manner that fosters a positive work environment.
- Generating the necessary customs documentation (including commercial invoices, packing lists, and certificates of origin) and liaising with customs regulations to ensure compliance with all documentation requirements.
- Coordinating trucking & logistics services between our clients and truckers.

Supply Chain Manager

02/2015 - 05/2018

Al-Tameer Company Ltd

Riyadh

Al-Tameer's business activities are of international scope, including the Middle East, Saudi Arabia, in particular, Western Europe, and North America.

Al-Tameer Company Limited also enjoys a good rapport through its major investments in various sectors, i.e., real estate (Luxurious royal palaces), industrial, services, contracting, agriculture, etc. (public and private companies) outside Saudi Arabia.

Through the leadership of a workflow, my duties/achievements include but are not limited to:

- Building strong cooperative relationships directly with the shipping lines, freight companies, sponsors, and other supporting service bodies.
- Create and improve processes and procedures to track, check, prioritize, and route orders.
- Manage all relevant documents such as Inv.s, P.L., CO, packing, EXW, B/L, etc.
- Inspect labels, barcodes, and other features of completed and ready orders before shipping.
- Control the shipping department budget.
- Collaborate with chief engineering, warehouse, purchasing, and other managers to optimize the shipping processes to be always on time plan.
- Resolve and investigate the customer problems and the other issues regarding shipped orders. - Ensure compliance with legal regulations and company policies.
- Ensure that shipments are delivered successfully from the origin to the warehouses or destination (cross-booking) through all necessary processes, including customs clearance and insurance.
- Finalise significant and major contracts with all suppliers, and prepare Pre-shipment and post-shipment documentation.
- Prepare and review frequent reports (daily, weekly, monthly, and annual reports).
- Ensuring that all employees follow all applicable health and safety regulations and other company-related policies and procedures.
- Possess knowledge of national and international

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import/export legislation and effectively resolve any issues that may arise in international freight transportation.

- Managing a range of preferred suppliers, developing positive supplier relationships aligned to business.

Customer Service Coordinator

02/2011 - 02/2016

Worldwide for International Shipping (WWIS)

Mansoura

As a Customer Service Coordinator, my responsibilities include:

- Managing a high volume of inbound and outbound phone calls to understand customer's delivery requirements.
- Communicating and coordinating with logistics and trucking providers to obtain competitive rates and arrange shipments as needed to ensure timely and efficient movement of goods.
- Addressing and resolving customer complaints promptly and effectively.
- Submitting shipping instructions before cut-off times.
- Handling shipping documentation and coordinating with the shipping line or agent.
- Coordinating with customs clearance agents on behalf of the customers.
- Closely monitoring clients' shipments on a daily basis.
- Generating required reports for the company.
- Verifying customer invoices for accuracy.
- Developing processes to enhance the efficiency and organization of the supply chain.
- Ensuring that customer's needs are met, which includes delivering shipments according to their requirements.

Area Commercial Supervisor

08/2007 - 02/2011

CMA-CGM (French Shipping Line)

Mansoura

As an Area Commercial Supervisor, for CMA CGM "3rd largest shipping company worldwide", my responsibilities were:

- Develop and win significant new business, maximize revenues from new opportunities, and retain existing clients within my area.
- Work to achieve the company's plan in terms of the number of target customers.
- Manage sales plans in six governorates (Dakahlia, Gharbia, Damietta, Kafr El-Shiek, Ismailia, and Munofiah).
- Acting as the primary contact and relationship manager for all customers within the region and working effectively with business unit managers to develop proposals and win new business.
- Promote and drive growth by selling additional products and services.
- The good experience and abundance of shipping information made me very qualified to intervene in solving any kind of customer problems anywhere in the world in cooperation with my colleagues in all worldwide branches.
- Direct communication with customers through a visit accompanied by sales colleagues or by online or phone communication.
- Totally responsible for the car shipments.
- Booking all types of containers for all different shipments.
- Booking fresh fruit and vegetable shipments, whether in reefer or dry containers, which are very critical sensitive shipments.

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Commercial Manager

09/2006 - 07/2007

Al-Wady Vanneste (Flax Spinning Mill)**Gamasa Industrial Zone**

As a Commercial Manager for a flax spinning mill, my responsibilities were not limited to:

- Our products are flax textile supplies from the raw material, spun until yarn.
- Online promoting our products on different international fabric websites
- Well studying the international yarn market to find new products, new production lines, and new production ways.
- Hosting major spinning and weaving clients from all over the world to see our factory and the various production lines and also to personally follow up and monitor their orders during implementation.
- Responsible for all general commercial, contract management, and related administration tasks.
- Assist with the interpretation and execution of contractual standards and commitments.
- Directly handling export and logistics missions.
- Control budget and ensure compliance with business reports.
- Preparation of proposals for renewals and new investments upon the market needs.

Field Executive & Assistant Field Manager

04/2004 - 08/2006

AMRB (Marketing Research Co.)**Cairo**

As a Field Executive & Assistant Field Manager, my role was not limited to:

- Leading a team of researcher representatives and coaching them in their respective fields.
- Liaising with upper management ensuring the study targets are met.
- Analyzing the current marketplace and feeding back important market and competitive information.
- Conduct training for the field research team on marketing research tools and techniques along with dealing with respondents.
- Planning, executing, and managing research strategies and the target respondents.
- Response to customer's inquiries.
- Work with teams to deliver improvements in brand engagement scores across different territory.

Assistant Field Manager (Delta Territory Supervisor)

02/2002 - 03/2004

Market Insight (Marketing Research Co.)**Cairo**

As an Assistant Field Manager and supervisor for Delta territory for a marketing research company, my role was not limited to:

- Compiling and distributing statistical information.
- Analyze questionnaires by using SNAP, SPSS, and OSCAR programs.
- Write daily, monthly, and final reports about the study or project, which we are in the process of, and other related documents.
- Organizing and planning the field (indoor & outdoor), examples include focus groups, in-depth interviews, and projective techniques.
- Engage with customers/external agencies in different fields (e.g., Telecommunication, Shipping, Advertising, Marketing, Media, and Pharma)
- Develop Market Research Plans.

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Support Services Specialist*11/1999 - 01/2002***Al-Nahar Company (Freight Forwarder)****Damietta sea port**

As a Support Services Specialist, my role was not limited to:

- “ Print daily sales receipts and cross-check with computer software to ensure accuracy.
- “ Prepare and print shipping labels corresponding to shipping needs.
- “ Ensure proper assembly and postage of items that need to be shipped.
- “ Track inventory and report any shortages to the sales team.
- “ Process orders based on the buyer's preferred shipping system.
- “ Contact carrier and schedule shipping for each package.
- “ Follow-up on custom clearances.
- “ Ship Chandler is a service provider that offers a wide range of ship supplies and equipment. This includes provisioning, maintenance, and other necessary commodities and services for vessels while at port.

COURSESANDTRAININGS

“ English Language Professional Practice Courses, 1999-2000

American University in Cairo (AUC), Egypt

“ CERTIFICATIONS Certified IT, and E-Commerce Designer, 2000-2001
CIW by PEARSON VUE, USA

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