

HAMZA RIAZ

Logistics Agent (United Parcel Services)

Jeddah, Saudi Arabia (KSA)

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Objectives

My goal is to deepen my expertise in logistics and supply chain management, while gaining a comprehensive understanding of trade regulations and customer clearance procedures. I am committed to applying this knowledge to efficiently manage multiple tasks, ensuring timely deliveries, and consistently meeting deadlines.

Work Experience History

Logistics agent

United parcel service (UPS)

July 2021-Present

Project: Global and Locals

- Implementing and optimizing 3PL (Third-Party Logistics) methods for efficient supply chain operations.
- Managing inventory accuracy.
- Coordinating efficient warehouse operations to ensure smooth workflows.
- Handling daily operations and records for inbound and outbound shipments, ensuring accuracy and timely processing.
- Providing 24/7 emergency request handling to resolve operational issues promptly.
- Collaborating with all channel partners to ensure smooth communication and coordination.
- Utilizing ERP (Enterprise Resource Planning) and WMS (Warehouse Management System) for seamless inventory and warehouse management.
- Responsible for collecting Proof of Delivery (POD) after shipments are delivered to ensure proper documentation.
- Ensuring the safe storage and efficient shipping of products from one destination to another.
- Maintaining health and safety standards within the warehouse and operational areas.
- Focusing on core competencies to enhance productivity and operational efficiency.
- Monitoring deliveries to ensure customer satisfaction and maintaining accurate logs of all transportation and goods.
- Planning and coordinating the transportation of materials while managing the timely flow of customer orders.
- Providing exceptional customer service and resolving any issues or challenges promptly.
- Managing employee timesheets to ensure accurate records of work hours.
- Performing inventory control, including wall-to-wall and cycle counts, to ensure accuracy.
- Receiving and storing documents and maintaining records of approved documents for regulatory compliance.
- Supporting customer satisfaction by meeting sales targets through high-quality service delivery.
- Applying various inventory management methods (FIFO, FEFO, LIFO) for effective stock handling and rotation.

Service Provider (SMP)

UNITED PARCEL SERVICE (UPS)

NOV 2019-JULY 2021

- Taking responsibility for the handling and delivery of high-value or confidential items, ensuring their secure transportation.
- Accepting payments for delivered items and ensuring accurate financial transactions.
- Completing required paperwork related to deliveries and ensuring all necessary documentation is filed correctly.
- Obtaining signatures from recipients upon delivery to confirm receipt and ensure accountability.
- Providing exceptional customer service by answering questions and addressing concerns of customers using the courier service.
- Coordinating with dispatch to ensure timely and accurate deliveries to the correct locations.

Data Entry Operator

AL Shahlavi international company for trading and contracting

Feb 2018 – May 2019

- Entered data into designated databases and forms with attention to accuracy.
- Performed general data entry tasks using Microsoft Excel and Word.
- Prepared and submitted regular reports as required.
- Conducted research and retrieved requested data from various sources.
- Identified and rectified errors in data entry protocols to ensure data integrity.
- Edited, processed, and distributed raw source documents accurately.
- Collected, verified, and ensured the accuracy of data provided for entry.
- Modified product names or prices in the database after customer delivery, ensuring up-to-date records.
- Conducted quality checks on colleagues' data entries and corrected discrepancies.
- Answered phone calls and created notifications within the system as needed.
- Assisted with receptionist duties, including file organization, research, and development tasks.
- Obtained scanned records and uploaded them into the database for easy access and retrieval.
- Provided accurate product data entry, ensuring the correct information was recorded.
- Performed modifications, edits, and deletions in the database based on authorized and approved documents.
- Identified and addressed problematic data during entry and comparison processes to maintain database accuracy.

Core Qualifications skills

- Strong experience with internet usage, Microsoft Excel, and Word.
- Excellent proficiency in alphanumeric and 10-key typing for fast and accurate data entry.
- High ability to work independently while maintaining accuracy and attention to detail.
- Superior knowledge of Windows data field entry and related software.
- Sound time management and organizational skills to prioritize tasks efficiently.
- Expertise in accurate data entry with a keen eye for detail.
- Skilled in editing and proofreading data for accuracy and consistency.
- Demonstrated discretion when handling confidential data and sensitive information.

- Proficient in operating telephone systems and managing inbound/outbound calls.
- Strong written and verbal communication skills for effective interaction with colleagues and clients.
- Proven customer service experience with a focus on meeting customer needs and resolving issues.
- Excellent time management abilities to ensure deadlines are consistently met.
- Knowledgeable in warehousing, logistics, and supply chain management, with a focus on optimizing operational efficiency.

Educational Qualification

BS-SE
Bachelor
University of Management and Technology

2017
Sialkot Pakistan

Personal information

Gender	Male
Name	Hamza Riaz
Father Name	Riaz Ahmad
Nationality	Pakistani
Marital Status	Married
KSA Driving License	Valid & Available
Date of birth	June 16, 1995
IQAMA Status	Valid\transferable

Tools:

- MS office (word, excel, PowerPoint, access, outlook)
- Oracle
- MySQL data base

Languages:

- Fluent in English
- Fluent in Urdu
- Basic in Arabic

Certificates:

