

Abdeslam Shaker Abdelfattah

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Career Objective:

Operations Specialist with over 3 years of experience in last-mile logistics and e-commerce operations. Proven ability to lead teams, improve delivery KPIs, and reduce operational costs. Adept at using ERP/WMS systems, Excel, and data analysis tools to drive business efficiency. Seeking to leverage these skills in a dynamic, fast-paced environment like Noon to lead fulfilment excellence.

Professional Experience

Republique - FMCG - (Jan 2024 to present)

➤ E-Commerce Sales & Operations Supervisor

- Efficiently managed end-to-end e-commerce operations, ensuring seamless order fulfilment and customer satisfaction
- Led inventory and fulfilment processes, increasing on-time delivery performance by 15% while reducing delivery delays and order errors.
- Conducted advanced statistical analyses to identify customer demographics, providing actionable insights to commercial teams.
- Implemented efficient tracking procedures, reducing operational costs.
- Managed vendor relationships, ensuring optimal stock levels and timely deliveries.
- Directed daily logistics operations between factories and warehouses.
- Supervised a team of 10+ delivery drivers and warehouse staff to maintain daily fulfilment operations.

Flextock - Supply Chain and Storage | (May 2022 – Aug 2023)

➤ Last Mile Logistics Coordinator

- managed e-commerce workflows including orders, payments, returns, and customer coordination to ensure smooth daily operations
- Planned and executed shipments, achieving a 95% on-time delivery rate.
- Monitored and tracked orders, ensuring 100% accuracy in delivery schedules.
- Coordinated supply chain procedures, improving delivery quality by 20%.
- Scheduled and managed shifts for drivers and warehouse staff, optimizing workforce efficiency.
- Maintained accurate records of orders, suppliers, and customers.

Education:

- **Bachelor's Degree in Computer Science (October 6 University)**

Certifications & Training:

- IBM Data Analytics - IBM
- Digital Marketing certificate – google
- Google Cloud Platform Essentials -google.
- Google Ads - google
- Mobile Site Developer - google

Key Skills

- E-commerce tools proficiency
- operational software: ERP systems, WMS (Odoo)
- Digital marketing & analytics
- CRM management & customer experience
- Microsoft Office & Power BI
- SEO & content optimization

Language Skills.

- Arabic: Native proficiency
- English Professional working proficiency