

Haroon ur Rasheed

Over 11 years' Experience Multi warehouses with a proven track record of ensuring the smooth functioning and running of all warehouse concerning activities. Able to follow standard operating procedures and work in a methodical and tidy manner. Possessing a comprehensive understanding of material / stock management techniques and inventory control methods and procedures.



Logistics & FMCG, E-commerce

WORK EXPERIENCE



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Riyadh, Saudi Arabia



شركة مسار العقود
Massar Al-Aqood Co.

Operation Supervisor

Massar Al Aqood Co.

Feb, 2025 – Present



Operation Supervisor

Naqel Express

Apr, 2021 – Jan 2025

- Responsible for Receiving & Delivery of Shipments with most timely and efficient manner. Supervise the daily operations of the warehouse, including receiving, inventory management & Dispatched
- Responsible for shipping, receiving, inventory (First Mile, Middle Mile, Last Mile, FMCG)
- Achieved an inventory record accuracy of 97% or higher by implementing a more robust cycle counting process.
- Ensuring that production output and on time delivery targets are consistently achieved.
- Coached and improved supervisors' management skills to oversee daily and weekly operations, coaching them on planning, quality, resource utilization, and individual performances.
- Ability to plan, organize and manage multiple projects and set priorities.
- Oversees the order tracking process and ensures orders are processed in accordance with the organizations customer services standards as well safely and timely shipped of customer orders from WH.
- Assist in the development and implementation of First mile/Middle mile/last mile.



Operation Supervisor

Amazon.com

August, 2014 - March, 2021

1) Role _Inbound

- Ensure that accuracy and procedural integrity is maintained throughout the process of goods being received.
- To ensure that the received products are inspected for quality, quantity, and damage.
- Supervises and monitors daily activities of receiving and returns personnel as well to ensure that the received products Items are directed to the most optimal storage location or dispatch area.
- Meet warehouse operational standards by contributing warehouse information to strategic plans and reviews. Implementing production, productivity, quality, and customer-service standards. Resolving problems and identifying warehouse system improvements.
- Team Lead inbound put ways /receiving-help as well reverse logistic to conduct of startup meetings and give department daily instruction about daily SOPs.
- Manage daily productivity (UPH) manage and control manpower to support other areas on daily tasks.
- Managing Put away and receiving team as well reverse logistic team.
- Overseeing arrival of shipments from courier, receiving returns shipment from the courier.
- Responsible for all the returns items put away properly.

2) Role _Inventory

- Increased Cycle Count Accuracy by identifying and correcting established procedures on reconciling Cycle Count Variance. As a result, replenishment of stock due to Cycle Count Variance has decreased by 95%.
- Monitoring and controlling inventory integrity, maintaining product identification and location program, researching inventory discrepancies and making necessary corrections.
- Responsible for overseeing physical inventories/cycle counts/random or receipt audits/reconciliations, Tracking, and reporting non-conforming product.
- Resolving inventory problems in a timely manner, ensuring all labeling requirements are met in a timely manner.
- Monitor daily cycle counts to verify proper inventory levels. Trace possible stocking or receipt errors, reconcile, document any variances to determine the root cause and implement a corrective or preventive action, process improvements.

2) Role _Outbound

- Profound knowledge of managing large-scale warehouse distribution systems.
- Direct supervision of 2 Team leader and 40+ associates.
- Ensure the shipping department's timely handling of orders available to ship, such that Daily business goals and customer ship date requirements are met.
- Manifesting shipments before handover to courier, Picking, Packing of Shipments, and Sorting of shipments manually and systematically.

- Identified and resolved issues with orders. To make sure orders were correct and undamaged before shipping.

3) Role _Marketplace

- Dealing with shipping companies (Aramex,Smsa,Naqel,DHL,Qexpress) to make sure all shipments are received and focusing on shipping of shipments and co-ordinate with them for any damage or missing of shipments, and follow up with these Couriers in case of lost or wrong shipments in order to the work process smoothly.
- Dealing with problematic orders like shipped wrongly from our fulfillment center or swap shipments,co-ordinate among different warehouses to retrieve both wrong shipments and solve customer issue.
- Working with CS (Customer service) and SS team (Seller Support Team) regarding customers and Sellers complain like delay in refund, delay in delivery service, repair and rejections issues, return back the items to sellers after rejected by customers or fail to receive from couriers.
- Clearing all docks (receiving of shipments dock, Inspection dock,) at end of the day share the reports with manager what we receive and what we delivered to customers and sellers.
Returns daily shipments to related sellers.

Q-EXPRESS (Amazon)

• First Mile, Middle Mile, Last Mile

- Coordinate day to day work activities to ensure operational goals and objectives are met.
- Utilize systemic functions to successfully initiate all outbound processes.
- Cross train all associates to pick and fill orders for all store products.
- Ensure that all orders are dispatched in time to customers from our fulfillment center by following FIFO. directly supervised up to 50 employees in the Fulfillment department. Picker packer dispatcher.
- Communicating with Customer Service team for problematic Orders and solved that issues on short time.
- Worked with internal shipping department, Aramex, Smsa,Naqel,DHL, on a daily basis to make sure products is delivered according to deadline.

Alsarigroup (Operations Team Leader) (July 2013/August 2014)

- Managed a team of 10 warehouse associates, including hiring, training, scheduling, and performance reviews
- Oversaw all daily warehouse activities, including receiving, picking, packing, shipping, and inventory control.
- Monitored and reported on key performance indicators (KPIs) such as on-time shipping, order accuracy, and productivity rates.

SKILLS

- Warehouse Operations
- Leadership & Management
- Safety & Compliance
- Technical Skills (WMS, ERP, Microsoft Office, Barcode Scanning Technology)
- Process Improvement

EDUCATION

- Associate Electrical Engineer - (Pakistan)-2011
- HSC from Pakistan Embassy School Al khobar - (Saudi Arabia)-2007
- SSC from Pakistan Embassy School Al khobar - (Saudi Arabia)-2005

PROJECTS



LANGUAGES:

English, Arabic, Urdu