

Curriculum Vitae

Ahmed Mohamed Mahmoud Ismail

Logistics Specialist

(Last Position Summary)

Logistics Specialist & Regulatory Affairs at Fanar Marble Factory for Manufacturing (Nov-2021 / Mar-2025)

- **Establishing an Integrated Logistics System**
Develop and maintain an organized, efficient system for booking and tracking all logistics operations related to containers of raw materials. Coordinate with international marine shipping companies to ensure smooth shipment processes. Maintain complete visibility and easy access to shipment details at all times to prevent financial losses and operational disruptions.
- **Documentation Management and Analysis**
Collect all necessary shipping documents from various internal and external sources. Conduct comprehensive verification and processing of documents according to international logistics standards to facilitate smooth customs clearance and internal reviews.
- **Proactive Delay Notification and Contingency Planning**
Monitor expected arrival dates and promptly notify relevant stakeholders of any delays. Assist management in making timely decisions on alternative sourcing or mitigation strategies to avoid penalties or production delays.
- **Daily Shipping Operations Reporting**
Prepare and submit detailed daily reports covering all active and upcoming shipments. Ensure reports are structured for easy monitoring by the relevant departments.
- **Warehouse Coordination and Readiness**
Communicate precise shipment arrival schedules to relevant warehouses. Coordinate truck entry/exit and ensure unloading readiness to avoid delays, fines, or disorganized material handling.
- **Port and Customs Coordination**
Liaise with port authorities and customs brokers to oversee container clearance and final delivery arrangements. Ensure all actions are in compliance with company policies and instructions from the logistics and supply chain departments.
- **Internal Transportation Coordination**
Schedule and coordinate truck movements (inbound and outbound) between various locations such as ports, warehouses, and production sites. Ensure efficient material flow with minimal delays and optimized truck usage.
- **Shipping Cost and Claims Management**
Follow up with international shipping lines regarding pending financial dues or overcharges. Collaborate with the finance department to resolve claims and ensure accurate reconciliation of accounts.
- **Client and Partner Coordination**
Coordinate with clients, factory representatives, and cooperating companies to manage the transportation of containers or raw materials from ports to final destinations.
- **Logistics KPI Monitoring & Continuous Improvement**
Monitor logistics performance indicators (on-time delivery, freight cost, customs clearance time, etc.) and recommend improvements to enhance efficiency.
- **Regulatory Compliance**
Ensure full compliance with international trade laws, incoterms, and local import/export regulations to avoid legal complications.
- **Digital Tools and ERP System Usage**
Utilize logistics and ERP systems (such as SAP, Oracle, or WMS tools) for tracking shipments, creating reports, and managing data entry.

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- **Problem Resolution and Risk Management**

Identify and address any logistical issues or obstacles promptly. Implement quick and effective solutions to prevent financial penalties or operational delays.

- **Professional Communication and Stakeholder Engagement**

Maintain clear, timely, and professional communication with all internal departments and external partners. Stay well-informed about shipment details to ensure smooth and effective coordination across all parties.

- **Cost Optimization**

Identify opportunities to reduce shipping costs and enhance operational efficiency through negotiation, route optimization, and carrier performance analysis.

(History of Experiences)

Content Monitor at Likee.com App (Sep-2020 / Aug-2021)

- The main role of the job is to monitor members' content, including all images, short videos, live broadcasts, large videos, written or audio publications, and take appropriate action against any violation of the rules of the application in order to achieve access to clean content that everyone can follow.

Order Taker at Sofitel Cairo Nile Al-Gezirah Hotel (Aug-2018 / Sep-2020)

- The main role of the job is to provide comfort to all guests by implementing all their demands to enjoy their stay without any kind of inconvenience.

Technical Support Representative at Etisalat UAE (Feb-2018 / Aug-2018)

- The main role of the job is to find simple and quick solutions for users of information technology services to face any problem that has occurred or may occur and affect in some way the efficiency of the services provided by the main telecommunications company in the Emirates and full support for UAE citizens and all other nationalities within the country.

Head of Customer Care Department at Akelni.com (Aug-2017 / Feb-2018)

- The main role of the job is to manage the customer care department and supervise the preparation of reports for senior management to achieve the highest rate of efficiency and to reduce any kind of losses and to supervise all restaurants contracted with the us to provide its services to individuals or companies.

Account Advisor at Talabat.com (Jun-2016 / Jul-2017)

- The main role of the job is to follow up all the orders of customers in all the countries of the (GCC) Gulf Cooperation Council and solve any problem resulting from anything that impedes the arrival of the customer's Orders in the time allotted for that and imposing the penalty on any cause of not reaching the customer's Orders on time.

Technical Support Representative at WE (Telecom Egypt) (Mar-2014 / Jun-2016)

- The main role of the job is to find simple and quick solutions for users of information technology services to face any problem that has occurred or may occur and affect in some way the efficiency of the services provided by the main telecommunications company in the Egypt and full support for Egyptians citizens and all other nationalities within the country.

Lighting Assistant at Studio Masr from (Jan-2008 / Aug-2011)

- The main role of the job is to work on finding the best ways to plan the cinematic site with all the advanced global lighting systems to reach the best image quality for the artwork.

Administrative employee at Analog engineering and scientific systems (Oct-2004 / Sep-2009)

- The main role of the job is the office work of preparing the official papers for companies, printing invoices, sending e-mails to companies, and organizing the agenda and appointments.

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(Personal Information)

- Qualification: (Bachelor Information Systems of Management – Thebes Academy Egypt)
- Place of Birth: (Cairo – Egypt)
- Contact Number: (+966 542 522 400)
- E-Mail: (rofaq@yahoo.com)
- Marital status: (Married)
- Military Status: (Performed Military Service at Egyptian Army)
- Nationality: (Egyptian)
- Religion: (Muslim)
- Driving License: (Active)
- Muqem ID: (Active)
- Business license: (Active)
- Bank Account: (Active)
- Transferable Iqama: (Yes)
- Passport Status: (Active)
- Relocation Status: (Immediately)
- Readiness Join Work: (Immediately)
- Owning a car: (Yes)
- Current Location: (Riyadh - Saudi Arabia)
- Year of Graduation: (2012)
- Health Status: (Non-Smoker & Athletic & I do not suffer from any chronic diseases)
- Last Position: (Logistics Specialist at Fanar Marble Factory for Manufacturing)

(Languages)

- Mother Tongue: Arabic
- 2nd Language: English (Fluent)
- 3rd Language: French (Fundamentals)

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(Skills)

- Import Logistics
- Logistics Management
- International Logistics
- Team Building
- Warehouse Operations
- Microsoft Office
- Microsoft Outlook
- Service Management
- Team Management
- Customs Clearance
- Transportation Management
- Tableau
- Power BI
- Excel
- Data Analysis
- Problem Solving
- Interpersonal Communication
- Analytical Skills
- Supervisory Skills
- Fast Learning
- Easily Adaptable
- Time Management
- Technical Ability
- Inventory Management
- Customs Regulations
- Incoterms
- Import Export
- Sea Freight

(Strengths Points)

- Leader character
- Very serious
- Attention to details
- Cheerful
- Teamwork
- Cooperative