



Mahmoud El Melegy

Operations Manager

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Address
Albakawat st, Albitash,
Alexandria, Egypt

Date of birth
20/03/1986

Marital status
Married

Nationality
Egyptian

LANGUAGES

English	Very Good
Germany	Good

Experienced operations leader with over 15 years in logistics, sales, and cross-departmental management, including 7+ years in operational leadership roles. Demonstrated success in managing and optimizing diverse functions such as customer service, data entry, sales, warehousing, and last-mile delivery. Known for driving efficiency, improving workflows, and delivering full-cycle solutions from planning to execution. Combines strong analytical thinking with hands-on leadership to build high-performing teams and ensure consistent service quality, cost control, and customer satisfaction.

EXPERIENCES

Operations Manager , Flowtechtics co.

Alexandria, Egypt , April 2024 - June 2025

Key Responsibilities:

- Overseeing daily operations across Customer Service, Data Entry, Sales, and Logistics to ensure smooth, efficient workflows.
- Developing and implementing operational policies and procedures to enhance team performance and service quality.
- Monitoring key performance indicators (KPIs) and analyzing data to support strategic and operational decision-making.
- Managing and leading cross-functional teams to achieve targets, maintain high productivity, and ensure accountability.
- Coordinating between departments to streamline processes, reduce delays, and maximize customer satisfaction.
- Analyzing operational costs regularly and discussing insights with the Chairman to guide financial planning.
- Leading continuous improvement initiatives to optimize resources, eliminate waste, and increase overall efficiency.

EXPERIENCES

Domestic Logistics Operations Supervisor , NACITA LOGISTICS

Alexandria, Egypt , October 2017 - March 2024

Key Responsibilities:

- Supervise daily domestic shipping and delivery operations across regions or cities, ensuring adherence to delivery schedules.
- Coordinate with drivers and delivery personnel to ensure efficient and timely order execution.
- Monitor shipment movement and respond quickly to operational issues or delays.
- Verify shipments against orders and invoices, ensuring product safety during transport.
- Prepare daily and weekly reports on logistics performance and delivery accuracy.
- Communicate with clients to update them on shipment status and resolve any delivery-related concerns.
- Oversee vehicle and logistics equipment maintenance to ensure readiness.
- Support and motivate the logistics team, assigning tasks to meet operational targets.
- Implement safety and quality standards throughout the shipping process.
- Coordinate with other departments such as sales, warehouse, and customer service to streamline operations.

Pharmaceutical Sales Representative – Pharmacy Sector. , BIOMED Pharmaceutical Co.

Alexandria, Egypt , March 2014 - September 2017

Key Responsibilities:

- Regularly visited pharmacies and engaged directly with pharmacists to present and promote pharmaceutical products.
- Explained product features, indications, and therapeutic benefits to support purchase decisions.
- Closed direct sales deals and processed pharmacy orders efficiently.
- Delivered promotional services such as discounts, free samples, and marketing materials (posters, flyers).
- Monitored product performance and gathered feedback from pharmacists and customers.
- Developed strong and lasting relationships with pharmacy clients to ensure repeat business.
- Submitted regular sales reports and worked toward achieving monthly sales targets

EXPERIENCES

Technical Sales Representative – Fit-Out & Office Furnishing , JERAISY Group

Jeddah, Saudi Arabia , October 2009 - January 2014

Key Responsibilities:

- Engaged directly with corporate clients to present full office fit-out and furnishing solutions.
- Conducted site visits to assess client needs, take accurate measurements, and evaluate existing conditions.
- Prepared detailed quotations covering all stages of finishing and furnishing, including flooring, painting, electrical works, HVAC, furniture, and partitioning.
- Coordinated with CAD designers to develop accurate AutoCAD layout drawings and included them in technical and financial proposals.
- Presented proposals professionally, explaining each stage clearly to ensure client understanding before contract signing.
- Followed up with clients throughout the execution phase to ensure alignment with the agreed scope until final handover.
- Maintained strong relationships with clients to secure repeat business and referrals.

EDUCATION

Bachelor of Tourism and Hotels, Hotels Management, University of Alexandria

Alexandria , 2009