**KARIM MOHAMED FAROUK MOHAMED**

**EL-SAID**

**Address: October city, 800 fadan from new October**

Giza, Egypt

**Personal information:**



Date of birth: 30/3/1983.

Marital status: married

Military Service: Exempted

2001-2005 Pharon Academy Giza, Egypt

Mobile:

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**Objective**

Seeking a respectable job in the field that I can help people and at a reputable company where I can utilize my educational background and

Experience.

* Bachelor of computer science
* Grade: good

**Skills**

**Computer skills:**

* MS Office (Word, Excel, PowerPoint)
* Internet
* Oracle developer Data Base 10g
* Maintenance Software.

**Language skills:**

* Native language Arabic.
* Good reading, listing, writing and spoken English.

**Other skills:**

* Ability to work in groups.
* Work under pressure.
* Good research abilities.
* Fast learning.
* Leader ship.
* Flexibility in terms of working hours.
* Work as a team member of toward common goals.
* Able to learn new tasks quickly.

**Communication skills:**

* Ability to learn.
* Negotiation& problem solving at amazon
* Self- motivated.
* Calmness when working under pressure.
* Ability to work under pressure and with multiple tasks at same time
* Smart& diplomatic
* Active listening.
* Analysis.
* Research.
* Creativity.
* Communication.
* Dependability.
* Decision making.
* Team-building.

**Basic Qualifications:**

Experience in suspicious activity monitoring, fraud investigations or denied entities/lists and sanctioned country screening within a large company or financial services environment

**:Experience**

* + Worked at CIT computer (maintenances software & sales)
  + Worked at Ailco Insurance Company (sales)
  + Worked at (DMC) Telesales at Destinations Marketing consultants
  + Worked at elmasreen Account store
  + Worked at senioreta company (sales)
  + Worked at nahda misr company (**Customer Service**)
  + Worked at globex company express mail shipping &amp handling (**Customer Service**)
  + Worked at souq .com (**Receptionist**)
  + Worked at souq .com **(social media specialist)**
  + worked at souq .com (**Customer Service**)
  + Worked at souq .com (**Fleet Coordinator**)
  + Worked at souq .com (**dispatcher**)
  + Worked at amazon .com (**Logistics Coordinator**)
  + Worked at amazon.com ( **problem solver with at Amazon** )
  + Worked at amazon.com ( **investigations specialist**)
  + Worked at amazon .com ( **Logistic supervisor** )
  + Worked at amazon .com ( **loss prevention coordinator at amazon**)
  + Worked at amazon .com (**Customer success manger CSM** )

* **Job Accountabilities Linked to Objectives**
* KEY RESPONSIBILITIES included but not limited:
* Monitor route plans for couriers and line haul, and make adjustments according to volumes.
* Action customer requests in case of future deliveries, urgent deliveries, change locations, cancellations or return requests in a timely manner.
* Supervise logistics assistants to properly receive shipments for retail or market place accordingly.
* Monitor couriers on field to reach optimum utilization of their time.
* Keep couriers informed of the flow of traffic & untoward incidents on road.
* **Job Description Logistics Coordinator**

Properly assign Couriers & logistics assistants according to volumes and ensures that every shipment is sorted

And taken out for delivery.

Follow up with couriers on the field and assist them in resolving issues related to delivery or pickups.

Monitor courier’s performance on the field to ensure constant productivity and maximize their performance.

* **Job Description supervisor**

Supervise dispatchers, logistics assistants, coordinators & couriers to ensure that every shipment is picked and delivered within SLA.

**Reporting Structure:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Reports to:** Assistant /Station Manager  **Direct Reports:** Courier/Courier Team Leader, Delivery Assistant, Logistics Intern, Logistics Assistant, Logistics Coordinator, Dispatcher | | | |
| * **Job Description customer success manger (CSM)**   A customer success managers (CSM) supports your customers as they transition from sales prospects to active users of your products. They're focused on customer loyalty and building close long-term client relationships, and often stay with the same customers as long as they continue to work with your business , responsible for a broad set of tasks, such as managing and building customer relationships, onboarding and training customers, and supporting sales opportunities. They will also be expected to analyze and implement customer experience solutions and resolve conflict or escalated customer account.  During a usual work day, a CSM attends several meetings, such as check-in meetings with customers and internal meetings with other teams, responds to customer requests/ emails, checks user statistics, and does follow-ups on subscription renewals  **Reporting Structure:**  **Reports to :** Chief Executive Officer ( CEO)  **Job Description loss prevention coordinator**    - Ensure the full implementing of the policy & procedures of the company to minimize losses by analyzing the main cause & ways to control.  - Conduct investigation within the policy framework, identify root cause & write report, develop management action plan for process formulation/ compliance/ improvement.  - Manage physical security of sites through guarding service & monitor optimum functioning of physical security devices.  - Perform trend analysis using data mining, monitoring and related analytics to detect patterns indicating theft, fraud or abuse.  - Drive corrective and preventive process changes that could impact shrink reduction matrix positively.  - Effectively manage security services vendor for SLA adherence and conduct training for guarding force on S&LP processes  **Reports to : site manger** |  |  |  |

**Job Purpose:**

Plan, direct and control of all available resources to ensure timely, safe handling of pickups and deliveries of shipments.

**Job Accountabilities Linked to Objectives**

**KEY RESPONSIBILITIES:**

* KEY RESPONSIBILITIES included but not limited:
* Monitor route plans for couriers and line haul, and make adjustments according to volumes.
* Action customer requests in case of future deliveries, urgent deliveries, change locations, cancellations or return requests in a timely manner.
* Supervise logistics assistants to properly receive shipments for retail or market place accordingly.
* Monitor couriers on field to reach optimum utilization of their time.
* Keep couriers informed of the flow of traffic & untoward incidents on road.
* Assign delivery to couriers according to schedules and route plans.
* Ensure that the process and employees are working smoothly and efficiently.
* Achieve KPI & SLA of delivery & pickup commitment.
* Supervise staff to ensure that safety best practices are being followed while handling shipments.
* Ensure SOPs and manuals are being followed by all operations staff.
* Evaluate all aspects of employee performance and provide coaching or discipline as needed
* Provide operations staff with guidance and support to cope with volume growth.
* Reassign responsibilities based on change in volumes or geography
* **Key Functions Of The Role Include**
* Investigate denied entities/lists and sanctions potential matches that arise screening solution to support various business units.
* Participate in ongoing customer due diligence.
* Assist in identifying gaps and training opportunities for escalations that come through the operations and compliance workflows.
* Assist with onboarding, training and mentoring new hires.
* Drive operational metrics reconciliation with the leadership.

**Preferred Qualifications**

Analytical and problem solving skills with a can do attitude and willingness to roll up sleeves.

Experience working with geographically distributed teams within a complex international organization.

Sense of accountability and sound professional judgment.

Maintain individual accountability for performance metrics, ensuring ever-increasing levels of productivity and accuracy against established benchmarks.

Ability to make decisions in a timely manner with incomplete or ambiguous information.

Maintain the confidentiality of all information obtained during the investigations process.

Ability to identify, communicate, and champion process improvement opportunities which will benefit internal and external customers.

**Technical Knowledge:**

* Scheduling
* Phone Skills
* Verbal Communication
* Analysis Information
* Deadline-Oriented
* Time Management
* Problem Solving
* Process Improvement
* Knowledge of proper freight handling/loading techniques
* Ability to communicate effectively with all levels of operations & management
* Strong interpersonal skills to create conditions for cooperation and high standards of performance from subordinates to ensure targets and KPIs are met
* Strong organizational skills

**Behavioral Competencies**

* Good leadership
* Effective communication skills
* Proactive
* Dynamic in approach
* Flexible
* Detail-oriented and focused

**Summer Training:**

CIT Computer (maintenance software)

(1/6/2004 to 30/9/2004)

Have a successfully completed a training general conversation L9 .

Have a successfully completed Back office technical training

(24 /5/2015)

Have a successfully completed Time management training (6/9/2015)

Have a successfully completed 5S& kaizen training (7/9/2015)

Have a successfully completed attended the following training programmer (10/9/2015)

Have a successfully completed communication skills training (5/9/2015)

**Hobbies:**

(Internet & searching &swimming & learning & exploration)