

Mohamed Ibrahim Mahmoud Mohamed

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Education

Faculty of commerce, *accounting*

2011 – 2015
cairo, Egypt

Profile

am looking for a challenging job with a rapidly growing organization that can provide me with a range of goals and job objectives within a contemporary and economical business setting .

Professional Experience

Dispatcher, *delivery hero*

02/2018 – 02/2020

Logistics Coordinator

cairo, egypt

Dispatcher : Live chat and outbound calls with riders to solve orders delay and issues before pickup from vendor or after pick up , and track dashboard for assignation for all orders to riders to save customers time

Senior movement team, *Swvl*

03/2020 – 03/2022

Logistics Coordinator:

cairo, egypt

- Handle all category between Business rides , Travel rides , Retail rides and take all action on it .
 - Handle captain issues within day and solve it as fast as possible .
 - Handle captain wallets if need to support him .
 - Handle some times Crisis issue with ride if need to handle.
- Create ride travel also to can handle captain schedule
- Handle captain and supplier issues if need to can solve any problem happen.
 - Handle about expected down rides for next day .
 - Make plan to back up captain for next day and also check performance if need to can clarify about who's working as well in team

Logistics Coordinator, *Talabat*

06/2022 – 01/2023

Logistics Coordinator on Ground

cairo, Egypt

- Was supervisor on suppliers during the day and check about riders performance and rider absences during the day and ask suppliers about his rider and ask them for replacement if need on ground .
- Monitoring rider on ground as they wear uniform as company process .
- Handle and coaching rider if rider doing any mistake within his shift or do any issue with customer and handle all situation .

Senior Management team, *Taker KSA*

02/2023 – present

cairo, Egypt

- Handling the riders' issues that might reflect on the delivery process.
- Addressing problems and requests by transmitting information or providing solutions.
- Contact our riders, vendors, and customers to solve any issue that might happen in the order stages.
- Support local and regional teams to proactively improve the delivery experience of our customers.

Skills

Communication skills	● ● ● ● ●	Handling skills	● ● ● ● ●
Work Under pressure	● ● ● ● ●	Ability to work in a team	● ● ● ● ●
Ability to create a new creative	● ● ● ● ●	solutions for problems	● ● ● ● ●

Languages

- Arabic : Mother tongue
- English : Excellent in writing and speaking