**Ahmed Naguib Saad**

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Villa 8042, Orabi, Obour city, Cairo

**Professional Experience:**

**July, 2021 until May, 2022 J&T Express – North Cairo Area Manager**

* Make A plan and but organization instruction
* But and apply salary for the new hiring
* search on New Branches and drop point station
* Making plan to management all Cairo
* Make strategy for working Branches and how management
* Corporate and arrange with the Chinese manger with mange the branches as per the biggest
* Make training for the new employ and arrange with the HR
* Make all employer working as a one team
* Responsible for the branch requirement and material
* Responsible for chose the branches as the geographic zone on outlet fens
* Working and arrange with Lawyer for branches contract and all Authorizations for courier, tools and license
* Manage VIP account and working on solve they problem for delivery and pickup arranging with all area Manger a cross Egypt
* Responsible and arrangement with CS manger to solve all customer problem and put plane to close such repeated problem
* Making analyses and daily report and monthly report with the Chinese manger and sent to HQ
* following all the car and motorbike on GPS and maintenance as per Kilometer
* Responsible to arrange with accounting team on the COD amount and all COD Cecile tell deposit bank
* Responsible with Chinese manager with review and checking on signee on cod transaction before transferring to customer account
* Confirm on Over time sheet and salary sheet and all attendance sheet related of CS ,operation and courier
* Arrange appointment the line hull car and the arriving time and the coming time
* arranging trips between all the branches and warehouse
* arrange with the security Company about the Quantity and the Duty of the security Man
* Responsible for the Determine the working vehicle and Motorbike and the tip of tools as the Area needed
* Responsible on applying the company policy with the Chinese manager as per Egyptian market

**Nov, 2020 until June, 2021 Mylerz – Hub leader**

* Responsible for handling and proceed the shipment from receiving till deliver to door
* Responsible for work shipment on Circle life SLA throw 7 working day
* Responsible for hub and all duty on it from electricity bill, rent or Organized
* Responsible for all employ and the attendants and arrange vacation
* Responsible for working 13 courier and 2 operation member
* Responsible for car and motorcycle and arrange maintenance
* Responsible for replay on CS team and arrange the orders and pickup
* Responsible for get pickup as per CS and sells deals
* Responsible for reporting to HR and Quality control respond
* Responsible for the additional time and over time sheet
* Responsible for material sheet and the needed supply
* Responsible for receiving shipment
* Responsible for sorting shipment
* Responsible for Assign shipment on courier delivery pickup
* Responsible for debriefing courier and collect the COD amount, reschedule and return shipment
* Responsible to count and save the money and make bank deposit
* Responsible for arrange with accounting team with daily reconciliation COD and hub expensive and adjusting the daily hub budgets
* Responsible to collect the pickup at the end of day and sorted and sent it to shuttle car to warehouse
* Then I moved to main hub and handled the below task and assisted the operation manager
  + I was responsible about 3rd party ABS for all receiving and sending shipment and all report related
  + I was responsible to give support to the the delivery Hub at season time at Maadi hub , Shorouk hub and Heliopolis hub
  + I was responsible as operation filed for Oriflim account with sorting, sending ,collect pickup , report , change address till shipment closing on system
  + I was responsible for collect Alshaya pickup from they warehouse Loc :193 for receiving the shipment and checked on system and sent manifest at excel sheet to our main hub and loading and moving our car as a night shift
* Handling fulfillment shipment at our main hub

**May , 2018 until Nov 2020 Retail Outlet Executive-Customer service Management team 10th of Ramadan - Aramex**

* Responsible for dell with all client
* handling Domestic and international shipment
* Responsible to handled the express and Value shipment
* handling some Air fright shipment
* handling PDU shipment
* Responsible for branch cash deposit
* handling angry customer
* make and handling import shipment
* Responsible for handling shop and ship customer and open new account
* Responsible for handling a VIP account and sent to open new lead
* Responsible for receiving shipment morning and sorted at branch
* Responsible for send undelivered shipment to undelivered team
* Responsible to handled bulk express shipment average weight 30 kilo
* Handling customer counter to counter shipment
* Responsible for handling and arrange with line haul team to handle the special bulk shipment need special car
* Responsible for handling with American embassy customer
* Responsible for closing all shipment and close all shipment which I have at office
* Responsible to handle the international shipment after checking the ability to can move from side and the average customs and ability to enter the destination city throw infoaxs \Aramex system
* receiving the all the customs clearance Document customer and sent they document to airport or getaway and outbound team
* Handling with outbound team to send freedom shipment
* **Achieve the best of class for the best-selling rate across Cairo and Alexandria outlets for 10th of Ramadan office**
* **Take bio course which I can handled the Biology shipment if outbound or inbound**

**2007 – 2009 Production Manager – Arabian company for matches**

* Started with managing the chemical laboratory supervising consumption of the row material to the production
* Responsible for the inventory of the row material, including of dangerous goods
* Responsible for marketing and local distribution to wholesalers and afterward administration manager for the factory

**2010 until 2018 Private business – Automotive spare parts (purchases and sell)**

* Responsible for buying the spare parts from wholesalers, direct imports from Taiwan
* Responsible for retail business of two branches, selling and revenue management
* Responsible for accounting including Expenses, Sales and Purchasing
* Responsible for cash management of the two branches

**Education:**

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| --- | --- | --- |
| Bachelor of Information System | TIBA Academy – Faculty of Commerce | 2003 - 2008 |

**Training Courses:**

* **Harvest English Center**
* **IT security Course**
* **Harvest English Course**
* **Conflict of interested Course**
* **ICDL Course**

**Competencies:**

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| --- | --- |
| Problem Solving |  |
| Decision Maker | Self Motivated |
| Ability to work with different cultures |

**Language:**

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| --- | --- |
| * Arabic | Mother tongue |
| * English | Good speaking, reading and writing. |

**Computer skills:**

* Very good command in Microsoft windows.
* Very good command in Microsoft office (word, power point, excel).
* High level of ability at internet research skills

**Personal Information:**

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| Full name: | Ahmed Naguib Saad Hamed |
| Date of birth: | 14 December 1986 |
| Nationality : | Egyptian. |
| Military Status: | Exempted. |
| Social Status: | Married + 3 |
| Telephone: | +201020039525 |
|  | **References are available upon requests.** |