Alaa Samir

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Logistics Operator

EXECUTIVE SUMMARY

Over a 15-year career in operation and logistics, working in Egypt and KSA, I’m currently looking for a challenging position in a reputed organization where I can learn new skills and expand my knowledge, I’m confident that I have the skills and motivation needed to succeed, I hope that my experience, qualifications, and knowledge combined will make me an asset to the continued success of your organization.

CONTACT INFO

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WORK EXPERIENCE

**Logistics Operator 01/2021 – Present**

***Foodina, Egypt***

Around one year experience in Foodina Egypt, handling and solving client’s requests and Complaints, contacting main branch and coordinate with them regarding customers Inquiries, prepare and distribute customer activity reports.

**Logistics Operator and Customer Service 08/2017 - 12/2020**

***Saco Hardware, K.S.A***

Around 3 years and half in Saco K.S.A, Saco is a huge provider of home products in K.S.A, got great knowledge and G.C.C experience, I was managing the store and handling customer’s issues and complaints, I was communicating with internal departments, creating reports, managing, and storing goods, reporting any missing item.

**Data Entry 02/2009 - 08/2017**

***Olympic Group, Egypt***

Olympic group is an Egyptian group of companies operating mainly in the field of Domestic appliances, I was coding information, troubleshooting processing errors, achieving organization’s goals by completing the necessary tasks, was also responsible for complying with data integrity and security policies.

LANGUAGE

Arabic: Native

English: Fluent

Education

Bachelor degree of high Institute for social work

SKILLS

* *Controlling operations of equipment or systems.*
* *Monitoring/assessing performance of machines and report it.*
* *Determining causes of operating errors.*
* *Performing routine maintenance on equipment.*
* *Identifying problems, reviwing related information to develop solution.*
* *Ability to multitask effectivly.*
* *Excellent attention to details.*
* *Strong written and verbal communication skills.*
* *Good time management skills.*
* *Great team work skills.*
* *Ability to work under pressure.*
* *Good sales skills and information.*
* *Ability to perform tasks with a high degree of accuracy.*

Certificates

ICDL

Marketing, management &

Communication