

Ahmed Abd El Aziz Mohamed Mahran

Director of Warehouse Management
customer service manager

I am 28 years old and has a bachelor's degree in management systems and information with good recognition and performance of military service and 5 years experience in warehouse management. I have experience in warehouse management and best practices. With experience in making decisions and solving problems in the ability to manage employees and the ability to deal with warehouse programs and databases. With 4 years experience in customer service management. With the ability to deal with all the problems facing customers and find satisfactory solutions for customers and in the best interests of the company

PROFESSIONAL EXPERIENCES

Customer Service Officer , Fresh Mart for Food Traders
2015/03 & 07/2016

Tasks or duties:

- 1-Customer Service
- 2- Receive customer problems and find satisfactory solutions for them
- 3- Preparation of daily reports on problems and ways to solve them
- 4- Finding positive solutions for the benefit of customers and the company

Director of Customer Service, Fresh Mart for Food Traders
2017/11 & 2016/09

:Tasks or duties

- 1-The problems received difficult from the employees of the customer service to make the decision in solving them
- 2-Received daily reports from customer service staff on problems and ways to solve them
- 3-Implement plans to reach the ideal way to serve customers



CONTACT

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personal skills

- 1- Microsoft Office Software (Word - Excel- Port Point)
- 2- Skill Contact with Others
- 3- Staff Management within the Department
- 4- Dealing with warehouse software and databases

LANGUAGES

English: - Second Language

Arabic Language: - Fluent

HOBBIES

Find Everything New in Social Media - Find Everything New to Improve My Management

Inventory Controller (Managed by Warehouses) Ganzori Specialist Hospital

1/2019 & 11/2020

Tasks or duties:

- 1-Periodic inventory of warehouses**
 - 2-Perform required transfers from warehouse to role supervisors**
 - 3-Receipt, inspection and proper storage of new goods**
 - 4-Follow the validity dates to avoid the existence of expired varieties**
 - 5-Prepare daily warehouse reports and send them to the warehouse manager**
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Warehouse Management Director, National Motors Egypt for Automotive Traders and Automotive Engine Oils

11/2021 & Until now

Tasks or duties:

- 1- Supervise the implementation of the existing storage policy to ensure the maintenance of inventory and ease of dealing with**
- 2-Ensure that the Section's standard operating procedures are applied by ensuring that all products are in place with agreed criteria for achieving effective results**
- 3- Managing and organizing timely delivery of orders to the distributor to ensure job satisfaction**
- 4-Review and analyse warehouse inventory to ensure that there is no excess stock to maintain decoy goods**
- 5-Management and follow-up of the "survey expiry process" to remove all products that are about to expire**
- 6-Conduct and follow up the inventory process to ensure the system balance equals the balance of the material**
- 7- All about warehouse management**

588

ORGANIZED UNDER THE LAWS OF THE STATE OF DELAWARE

8-2024

World Trade Organization Institute

CERTIFICATE

This is to Certify that

Ahmed Abd Elaziz Mohamed

Successfully complete the all required training course to become
international logistics & supply chain specialist

Signature
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