



Sarfraz Khan

Personal Details

Dammam, Saudi Arabia
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Skills

- Office
- Oracle
- Development
- JD Edwards
- TAMM
- Bayan
- Fasah
- Logistics management
- Delivery coordination

Education

Swami Vivekanand Subharati University
MBA: Markeng

Summary

Experienced Logistics Supervisor at AL-RASHED TRANSPORT CO. in Dammam, overseeing a fleet of 400 units and managing over 450 drivers. Expertise in logistics management, delivery coordination, and compliance with Department of Transportation regulations. Proven ability to maintain superior customer satisfaction through strategic planning, problem-solving, and effective communication with customers, vendors, and yard spotters. Skilled in using Office, Oracle, JD Edwards, TAMM, Bayan, and Fasah systems to streamline operations and ensure timely deliveries. Committed to continuous improvement and operational excellence while supporting the growth of the customer base. Experienced in managing logistics operations with focus on streamlining processes and ensuring timely deliveries. Excel at coordinating with vendors, transporters, and customers to maintain smooth supply chains. Committed to optimising resources and enhancing productivity in fast-paced environments.

Experience

Logistics Supervisor

AL-RASHED TRANSPORT CO. | Dammam, Saudi Arabia | Dec 2012 - Current

- Orchestrate day-to-day transportation operation, from planning and executing schedules for drivers, pickups and deliveries to problem-solve challenges.
- Keep a strategic number of drivers on standby for emergencies and contact substitute drivers in timely manner to ensure uninterrupted delivery.
- Coordinate regularly with customers, vendors, yard spotters.
- Assess safety, performance and compliance with Department of Transportation regulations through inspections.
- Handled company's response to accidents and breakdown to minimize service disruption.
- Schedule, distribute, monitor and follow-up all daily work assignments.
- Maintain superior customer satisfaction and compliance with DOT regulations.
- Work closely with Procurement Representative to maintain and grow customer base.
- Address and resolve service-related issues in a timely manner.
- Coordinate equipment repairs with workshop management.
- Provide data entry to maintain and monitor reports.

- Assist Transportation Regional Manager in accident investigations, reporting, follow-up and discipline, if necessary, in accordance with Company policy.
- Supervise a fleet of 400 monthly and trip basis units and 450 above drivers.
- Manage and route daily loads throughout the Eastern region.
- Report directly to the Transportation Regional Manager.

Languages

English:

Arabic:

Hind:

Personal Information

- Date of birth: 1989-05-09
- Nationality: India
- Marital status: Married

Custom Section

Skilled in cultivating robust customer relations with a track record of high satisfaction; adept at high-volume work with quality, streamlining admin tasks, and adept at connecting with diverse individuals. Eager to bring my expertise in meeting coordination and file management to your team.