

SHAMEEM RAHMAN CP

Team Leader



CAREER SUMMARY

Results-driven Team Leader with a proven track record of supervising teams, optimizing workflow, and achieving performance targets in high-pressure environments. Skilled in team coordination, conflict resolution, and employee development to drive productivity and maintain high standards of service. Adept at monitoring KPIs, implementing process improvements, and ensuring alignment with organizational goals. Strong leadership, communication, and decision-making skills with a focus on team motivation and operational excellence.

EDUCATION

2014	B.A. Economics Ignou University, India
2012	Professional Diploma Network Engineering Keltron, India
2011	Higher Secondary Board of Higher Secondary Examination, Kerala, India
2009	High School Board of Public Examination, Kerala, India

EXPERIENCE

Team Leader | 2021 - Current

Ajax LOGISTICS SERVICE , Makkah, Saudi Arabia

- Supervised and guided team members to achieve daily, weekly, and monthly performance targets.
- Monitored individual and team KPIs, providing regular feedback and coaching for continuous improvement.
- Facilitated team meetings to communicate goals, updates, and resolve operational challenges.
- Trained new team members on company policies, procedures, and systems.
- Ensured compliance with organizational standards and maintained high-quality service delivery.
- Motivated team members, promoted a positive work environment, and addressed performance issues promptly.
- Collaborated with upper management to align team efforts with business objectives.

Courier | 2019 -2021

ESNAD EXPRESS, Jeddah, Saudi Arabia

Courier | 2017 -2018

Fetche, Jeddah, Saudi Arabia

- Collected and delivered parcels, documents, and packages to residential and commercial addresses within assigned timelines.

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Malappuram, India 676317,Kerala,
India

PERSONAL DETAILS

Nationality : Indian
D O B : 04/11/1992
Gender : Male
Marital status : Married
Iqama : Transferable
Iqama No : 2378456343
Passport No : X6085880
Date of expiry : 27/05/2033

KEY SKILLS

- Team Supervision
- Performance Management
- Leadership Development
- Workflow Optimization
- Conflict Resolution
- Strategic Planning
- Cross-functional Coordination
- Time Management
- Decision Making
- Problem Solving
- Productivity Improvement
- Communication Skills

SOFTWARE PROFICIENCIES

- MS Word
- MS Excel
- MS Power Point

DRIVING LICENSE DETAILS

Valid In Saudi Arabia Driving License

LANGUAGES

English	<input type="text"/>
Malayalam	<input type="text"/>
Hindi	<input type="text"/>
Arabic	<input type="text"/>

HOBBIES

- Travelling
- Music
- Reading

- Planned daily delivery routes for maximum efficiency and fuel economy.
- Handled fragile and time-sensitive items with care to ensure safe and secure delivery.
- Maintained a high level of customer service by communicating effectively with clients regarding delivery status.
- Followed company policies and traffic regulations to ensure safety during transportation.
- Kept delivery vehicle clean, fueled, and in proper working condition through routine inspections.
- Reported delivery issues, delays, or incidents to supervisors promptly.

Hardware Technician| 2014 -2017

Alif Computers, Jeddah, Saudi Arabia

- Installed, configured, and maintained computer hardware systems, peripherals, and network components.
- Diagnosed and repaired hardware malfunctions including motherboards, RAM, power supplies, and storage devices.
- Performed system upgrades and hardware replacements to ensure optimal performance.
- Assembled and tested computer systems and peripheral devices according to client or organizational requirements.
- Provided technical support to end-users for hardware-related issues, ensuring minimal downtime.
- Maintained inventory of hardware components and tools, ensuring availability for repairs and installations.
- Conducted routine system checks and preventive maintenance to identify potential failures.

DECLARATION

I hereby declared that the above particulars of facts and information stated are true, correct and complete to the best of my belief and knowledge.

SHAMEEM RAHMAN CP