



# AHMED HAMED HASSAN

Fleet | Operations | Transport | Hospitality



## PERSONAL DETAILS



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Cairo, Egypt



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## EDUCATION

- Ain Shams University  
Bachelor's degree  
Psychology  
Cairo, Egypt  
2002 - 2006
- Rutgers University  
Diploma  
Supply Chain Management  
New Jersey  
2022 - 2022



## LANGUAGE

- Arabic
- English



## Professional Summary

Transport & Administrative Operations Leader with 15+ years of diverse experience across Egypt and the GCC. Expert in fleet optimization, VIP and employee transport, and strategic logistics management. Proven success in overseeing light/heavy vehicles, limousines, buses, and cold chain fleets across FMCG, e-commerce, hospitality, and corporate sectors. Strong command of administrative operations including vehicle licensing, renewals, permits, and regulatory compliance. Skilled in policy development, supplier engagement, and managing government processes. Committed to operational excellence, team leadership, and continuous performance improvement.



## PROFESSIONAL EXPERIENCE

- Alsharif PPF Factory**  
**Fleet Section Head**  
Cairo, Egypt  
Oct 2024 - Present  
  
**Job Summary :**
  - Responsible for managing and operating the company's vehicle fleet including sedans, minibuses, buses, light trucks, and heavy trucks to ensure daily transportation needs are met efficiently, safely, and cost-effectively. Oversees vehicle availability, driver performance, and coordination with related departments.**Key Responsibilities :**
  - Supervise daily fleet operations, including route planning and vehicle dispatching.
  - Monitor driver performance, training, and adherence to safety standards.
  - Coordinate with maintenance to ensure vehicle readiness and preventive service.
  - Manage transportation requests for fixed routes and ad-hoc trips.
  - Ensure compliance with licensing, insurance, and regulatory requirements.
  - Prepare regular reports on fleet performance, fuel consumption, and vehicle utilization.**Key Achievements :**
  - Maintained +98% daily vehicle availability.
  - Reduced fuel consumption by 15% through optimized routing and driver training.
  - Decreased delivery time by 20% through better route planning.
  - Trained over 50 drivers on safety and customer service.
  - Cut emergency breakdowns by 30% via preventive maintenance scheduling.



## CERTIFICATIONS

- Supply Chain Logistics
- Fleet Planning
- Supply Chain Operation
- Demand and Capacity
- Leadership Fleet Management
- Digital Marketing
- Fleet Safety
- Managing Logistics



## SKILLS

- Fleet Management Software
- Team Leadership
- Communication
- Advanced GPS Tracking
- AI-driven Routing
- Microsoft Office
- KPI Management
- Distribution
- Route Optimization
- Operations Management
- Fleet Utilization
- Coaching
- Limousine Management
- Risk Management

### • Swvl Mobility

#### Transport Operations Manager

Cairo, Egypt

Jan 2023 – Oct 2024



#### Job Summary :

- Responsible for planning, managing, and optimizing the daily operations of heavy commercial vehicles (such as buses and minibuses) used for transporting staff and passengers. Ensures efficient, safe, and timely employee transportation while supervising fleet performance, driver conduct, and compliance with operational and legal standards.

#### Key Responsibilities :

- Manage daily scheduling and dispatch of buses, minibuses, and sedans for staff transport.
- Supervise a team of drivers and monitor adherence to time schedules, safety protocols, and appearance standards.
- Coordinate fixed routes and ad-hoc transport requests from different departments.
- Ensure all vehicles are roadworthy, clean, and properly maintained in coordination with the maintenance department.
- Monitor GPS systems and trip logs to track vehicle performance and punctuality.
- Ensure compliance with legal and company policies regarding driver hours, licenses, and vehicle documentation.
- Handle complaints or incidents related to transportation and implement corrective actions.
- Monitor driver performance, training, and adherence to safety standards.

#### Key Achievements :

- Achieved a 98% on-time arrival rate across all staff shuttle routes.
- Reduced driver idle time and fuel consumption by implementing optimized route planning.
- Developed a centralized system for managing daily trip requests and allocations.
- Improved employee satisfaction with transport services through stricter service-level monitoring.
- Trained over 70 drivers on safe passenger transport, emergency procedures, and customer service.
- Established a preventive maintenance schedule that reduced unexpected vehicle breakdowns by 40%.

### • TMG Group | Cartona FMCG

#### Fleet Operation Manager

Giza, Egypt

Jan 2022 – Jan 2023



#### Job Summary :

- Managed daily fleet operations for light, heavy, and refrigerated trucks delivering frozen, chilled, and dry food products. Ensured timely, safe, and cost-effective distribution to key accounts and retailers across multiple regions.

#### Key Responsibilities :

- Supervised dispatch, routing, and performance of owned and outsourced fleet.
- Coordinated deliveries with warehouse, sales, and customer teams.
- Ensured cold chain compliance and vehicle readiness.
- Controlled costs (fuel, overtime, vendor contracts).
- Managed and developed external transport suppliers.
- Monitored KPIs: on-time delivery, utilization, and service quality.

#### Key Achievements :

- Delivered 250+ orders/day with 95% on-time rate and 99% fill rate.
- Reduced transport costs by optimizing routes and vendor terms.
- Onboarded 25+ suppliers and 150+ drivers to cover Egypt.
- Improved cold chain reliability, cutting product returns by 20%.

• **Swyft EG | FMCG Transport**  
**Fleet Operation Manager**  
Cairo, Egypt

Jan 2020 – Jan 2022



**Job Summary :**

- Led fleet operations for transporting food (chilled, frozen, dry) and non-food goods using light and heavy vehicles. Oversaw end-to-end transport execution, from planning and dispatch to supplier coordination and service quality control.

**Key Responsibilities :**

- Managed daily operations of mixed fleet (refrigerated and dry) across multiple routes.
- Handled transport requests for B2B clients and retail distribution.
- Coordinated with internal teams and external suppliers for smooth execution.
- Ensured regulatory compliance, vehicle readiness, and driver performance.
- Negotiated and managed contracts with transport vendors.
- Supervise a team of drivers and monitor adherence to time schedules, safety protocols, and appearance standards.
- Coordinate fixed routes and ad-hoc transport requests from different departments.
- Ensure all vehicles are roadworthy, clean, and properly maintained in coordination with the maintenance department.
- Ensure compliance with legal and company policies regarding driver hours, licenses, and vehicle documentation.
- Monitor driver performance, training, and adherence to safety standards.

**Key Achievements :**

- Operated 100+ vehicles daily across various regions.
- Reduced delays and improved delivery reliability through route optimization.
- Recruited 25+ suppliers and trained 150+ drivers.
- Enhanced service levels for key clients in food and non-food sectors.
- Improved clients satisfaction with transport services through stricter service-level monitoring.

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• **ILLA Smart Transportation**  
**Fleet Acquisition Lead**  
Giza, Egypt

Jan 2019 – Jan 2020



**Job Summary :**

- Responsible for sourcing, evaluating, and onboarding vehicles and transport suppliers to meet operational demands. Ensures availability of suitable vehicles (light, heavy, dry, and refrigerated) in line with business needs and service standards.

**Key Responsibilities :**

- Identify and recruit qualified fleet suppliers across various vehicle categories.
- Negotiate terms, rates, and contracts with vendors.
- Assess vehicle condition, specifications, and compliance before onboarding.
- Ensure alignment with operational and safety standards.
- Build and maintain a strong supplier network to ensure availability and flexibility.

**Key Achievements :**

- Secured over 25 reliable transport suppliers across Egypt.
- Onboarded 150+ drivers and ensured daily operation of 100+ vehicles.
- Reduced vehicle shortages and improved fleet readiness.
- Diversified supplier base to avoid operational dependency.

## • Perfect Way Logistics

Sep 2013 – Jan 2019

### • Fleet Operations Supervisor

Cairo, Egypt



#### **Job Summary :**

- Responsible for supervising daily transport or service operations, coordinating between drivers, dispatchers, and internal departments to ensure smooth execution, timely performance, and adherence to quality and safety standards.

#### **Key Responsibilities :**

- Oversee daily schedules, trip assignments, and driver availability.
- Monitor service performance, trip timings, and customer satisfaction.
- Act as the point of contact between operations teams and management.
- Ensure vehicle readiness and coordinate with maintenance when needed.
- Follow up on incident reports, delays, and service recovery.
- Assist in onboarding, training, and evaluating operational staff.
- Support in handling documentation such as trip logs, permits, and reports.

#### **Key Achievements :**

- Improved trip punctuality by streamlining shift and dispatch processes.
- Reduced complaints through closer monitoring and driver coaching.
- Supported the successful rollout of new routes or services.
- Contributed to achieving daily trip targets with minimal disruptions.

## • Arabian Shield Insurance

Jul 2010 – Jul 2013

### Branch Manager

Al Ula, Saudi Arabia



#### **Job Summary :**

- Led branch operations for a major insurance company in Saudi Arabia, providing medical insurance for individuals and corporates, as well as motor insurance. Oversaw policy issuance, client management, collections, and compliance with insurance regulations.

#### **Key Responsibilities :**

- Managed daily branch operations including sales, renewals, and customer service.
- Supervised issuance of health and motor insurance policies.
- Built and maintained relationships with individual and corporate clients.
- Coordinated with Third-Party Administrators (TPAs) to manage claims and policy services.
- Followed up on premium collections and payment schedules.
- Ensured full regulatory compliance and readiness for internal/external audits.
- Led a team of sales and admin staff to achieve business targets.

#### **Key Achievements :**

- Increased policy issuance and revenue across both retail and corporate segments.
- Successfully secured and serviced several major corporate medical accounts.
- Improved claims turnaround and client satisfaction through better TPA coordination.
- Maintained excellent audit scores and regulatory compliance..

• **Arab National Bank**  
**Customer Service Supervisor**  
Al Ula, Saudi Arabia

Jun 2007 – Jun 2010



**Job Summary :**

- Supervised customer service and international remittance operations, ensuring timely, accurate, and compliant execution of global money transfers. Led a frontline team handling client support, transaction review, and customer acquisition.

**Key Responsibilities :**

- Managed daily international remittance operations and ensured service excellence.
- Reviewed and verified remittance transactions before execution via SWIFT.
- Ensured full compliance with AML regulations, KYC procedures, and central bank guidelines.
- Handled escalated customer inquiries and complex transactions.
- Attracted and onboarded new clients to the bank's remittance services.
- Coordinated with correspondent banks to resolve transfer issues.
- Trained and coached staff to maintain quality and compliance standards.

**Key Achievements :**

- Increased international remittance volumes by over 400% through service enhancements and team efficiency.
- Doubled the customer base by actively promoting remittance services and building client relationships.
- Improved processing accuracy and reduced transaction turnaround times.
- Maintained top-tier compliance performance and audit readiness.
- Strengthened client trust and satisfaction in high-value transactions.