**CURRICULUM VITA**

**HAMDI M. SAIFF ALDEEN**

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**PERSONAL INFORMATION**

**Nationality:** Iraqi

**Sex:** Male

**Marital status:** Married

**Date of Birth:** 1971

**Nationality**: Iraqi

**Current position:** Logistics Manager

* **Current Employer :** ZSCO Company- Automotive Assembly Sector

**SUMMARY**

* Experience in logistics and warehouse management also experience in sales management, retail sales, customer service, negotiations. Clear skills in marketing, advertising, strategic planning and product promotion. Success in development strategies to attract new customers and maintain their loyalty. Computer skills include: Microsoft Word (Word, Excel, Access, and Power Point)
* **Languages**

**English:** Intermediate

**Arabic :** Mother tongue.

**Personal skills:**

* Capable of working in high stress environments
* High ability to work independently and manage multiple projects at once
* Ability to deal and manage the crisis
* High experience in manage a team members
* Seeking a full time challenging position
* Excellent communicator with very good ability to interact with different people from different levels and backgrounds.

**EDUCATION**

* Diploma/ Technology Institute/1992.

**WORK EXPERIENCE**

* **Logistics Manager**. / ZSCO Company-Automotive Assembly Sector / Baghdad since2017 - Present.

**Tasks**

* Responsible for logistics management (warehouse department, claims department, transport department, receiving team, feeding teams of parts and bodies to production lines).
* Responsible for the development of logistical plans, policies, and procedures necessary to provide support in the logistics areas of supply, transportation, and services.
* Recommends and coordinates the logistics support structure to perform the logistics functions of the project.
* Coordinates the interface between logistics functions such as transportation and warehousing to ensure efficient, timely, and cost effective support to the customer.
* Responsible for developing quarterly and annual plans to supply shipments to the plant, and address the deviations that occurs.
* Define the shortage and damage caused by the materials upon receipt and make quick claims
* Troubleshoots problem areas in logistics and coordinates problem resolution or recommends solutions to management.
* Coordinates with production lines to ensure desired logistics objectives, priorities, and schedules are met and communicated to management.
* Analyzes work processes and develops metrics for measurement of performance.
* Coordinates with Environmental, Safety
* **SUPERVISOR CUSTOMER SERVICE** / Itisaluna Company/ Baghdad since2013 -2016.
* **BRANCH MANAGER** / Al-Sila co. For Mobiles, Electronics and General Trading – Limited since 2011-2012.
* **RETAIL SALES MANAGER**/ Al-Sila co. For Mobiles, Electronics and General Trading – Limited since 2010-2011.
* **RETAIL SALES MANAGER**/ Itsalat International Company i2. Since 2009-2010 & 2005-2006.
* **WARESHOUSE MANAGER**/ Itsalat International Company i2. since 2007-2010
* **WARESHOUSE MANAGER ASSISTANT** / JC Macklin Co./Dubai for Seven Months
* **SHOWROOM MANAGER** / Hayco Company (Orascom Telecom Distributor) since 2004-2005.
* **STORE MANAGER** / Alsanaya Bureau for Supplying Building Materials since 2000-2003.
* **Responsibilities & Duties**
* **As Supervisor Customer Service**:

**Tasks**

* Manage the customer care daily activities and tasks & Managing the sales process over all Itisaluna shops.
* Managing the stocks inventory over all shops stores.
* Prepare a daily and weekly report includes all the customer care activity which accomplished through the week.
* Monitoring the mechanisms of handling the customer complaints in a proper way.
* Measurement & assessment of customer satisfaction, through statistical quality control acts & submission of Quality Control reports via a mystery phone interview with shop customers & Supplying the marketing and sales departments by the customer feedbacks and needs concern (product, service, promotion &other adjustments).
* Periodically evaluate the work of the staff according to their performance & Action the periodic meetings to listen to their suggestions & requests to engage in make some decisions.
* Conduct regular training programs for all Customer care staff to ensure that company's methodology and customer care standards are followed and improved upon.
* Follow up with customers, by giving them feedbacks and advising them with the appropriate action that should be taken in their case or by making sure the problem is solved instantly.
* Maintain quality customer relationships by addressing questions and concerns with accuracy and professional understanding of all customer concerns.
* Following all technical support and logistics as well as developing performance & coverage weakness.
* Checking the data entry daily report to in order get an accurate data registration.

**Achievements:**

* Sales team has been improved by the daily following up, motivation, and replacing the bad reps with new qualified ones.
* A significant improvement in coverage, products visibility, & positive calls.
* Sales have been increased by 20% within 2 months.
* Establishment of three shops in the provinces that lacks customer service in a very short time.
* Provide workshops by spare part which is taken from damage device.
* **As a Branch Manager:**

**Tasks**

* Follow up & supporting the sales representatives commitments.
* Apply the company’s policy in the branch.
* Keeping high service quality &solving customer’s complaints.
* Supervise marketing, sales and logistic support teams.
* Checking the accountant work including daily crediting, sales…….etc.
* Supervising the advertising procedure/s and ensure the adverts’ effect.
* Monitoring the operating expense / overheads.
* Ensure team work availability as a team leader & improve office working plans.
* Discuss the periodical marketing / sales plans with the representatives.
* Reporting to the top management for sales with own recommendations to raise it.
* Regular meetings with the staff to discuss internal issues & prepare employees assessment reports.
* **As a Retail Sales Manager:**

**Tasks**

* Playing a full part in developing, implementing and monitoring the operating plan and budget.
* Evaluating Area shop performance using Microsoft finance and word packages.
* Taking appropriate remedial action as required to reach and maintain retail budgeted net income contributions
* Responsible for accurate reporting.
* Follow up the implementation of sales operations with the sales team to ensure achieving the sales targets.
* Analyze sales figures and identify the strength and weakness points to overcome it to be able to achieve sales targets.
* Ensure all shops within the area are efficiently and effectively managed.
* Follow up daily achieved sales versus planned ones.
* Follow up sales area managers in all work distributed to ensure effective work cycle.
* Responsible for the effective recruitment and development of Shop Managers.
* Organizing the recruitment and training of staff, as well as monitoring staff performance and progress.
* Organize the company's participation in local fairs and attend
* Provides timely feedback to shops managers regarding performance
* Make a pricing policy with the analysis of the results periodically and their impact on competitors.
* Follow up the service centers to resolve customer’s complaints and problems to ensue achieving or exceeding the sales target.
* Analyze regular corporate retail sales reports
* **As a Warehouse Manager:**

**Tasks**

* Observe the activities of the stores in all branches of the company (Baghdad, Erbil, Sulaymaniyah, Karbala) through the daily inventory reports submitted to us from the store-keepers of the different stores at the end of each working day.
* Preparation of daily, weekly and monthly reports on the situation of the warehouses of the company and presents it to Nokia Co., our main office in Dubai, and the Director-General in Iraq.
* Supervise receiving and shipping of the materials process to and from the main warehouse in Baghdad, and the rearrangement of these materials through the sub-warehouses according to need and demand of work.
* Fulfilling objectives and directions from the operation's headquarters.
* Organizing the recruitment and training of staff, as well as monitoring staff performance and progress
* Solve the problems that may occur with the carrier (D.H.L) for delays or damages that may affect the materials during transport.
* Leading Member of the Committee that determines the orders of materials from Nokia Co. to meet the needs of the branches of the company according to market demand.
* Conduct a weekly meeting for all store-keepers of the different branches of the company to solve problems, direct instructions, and listen to the views and suggestions that may improve the work of the company.
* Provide suitable transport with the necessary protection for the transfer of materials between the different branches of the company stores.
* Conduct surprise control checks to all the company stores in its various branches.
* Maintaining standards of health and safety, hygiene and security in the work environment.
* **As a Warehouse Manger Assistant:**

**Tasks**

* Managing the efficient receipt, storage and dispatch of a wide range of goods from the warehouse.
* Setting aside storage areas for new stock
* Investigating any inventory losses.
* Organized a neat and clean warehouse and ensured achievement of all goals.
* Prepared and updated daily checklist for warehouse
* Supervised facility even on weekends and ensured smooth working.
* Monitored all incoming and outgoing drivers from warehouses
* Planned and directed cargo to various domestic and foreign locations..
* Managed calculations of all imported and exported merchandise.
* Monitored requests and managed all extension and cancellation of shipments.
* Determined schedule for employee and monitored its implementation.
* Performed safety audits and ensured compliance to all warehouse safety standards.
* Resolved all operational issues and escalated complex issues
* **As a Showroom Manager:**

**Tasks**

* monitoring the sales results and determines the necessary amendments to the success of the sales plan, and looking for ways and means to increase the profits of the show in coordination with the direct manager.
* Setting aside storage areas for new stock.
* Assisted sales consultants in the selling process whenever needed.
* Analyzed and achieved all company sale objectives.
* Performed additional functions that may be assigned at the discretion of management.
* Maintained showroom in a superior condition.
* Prepared reports for retail operations for various activities.
* Assisted to open and close all stores effectively.
* Provided register training with assistance of customers.
* Monitored interviews and assisted in recruitment process.
* Evaluated staff performance and performed appraisals.
* Ensured compliance to all safety requirements.
* Analyzed customer requirements and provided merchandise.
* Maintained relationships with customers.
* Being on call for any emergencies.

**Training Courses**

* Strategic Planning / **Iraq 2018.**
* Warehouse and Logistic Process in Saipa Company / **Iran 2017.**
* New Products of Nokia/ **Beirut 2009.**
* Order, Payment & Shipment Procedures/ **Beirut 2009.**
* New Products of Nokia/ **Beirut 2008.**
* Logistics Training Course/ **i2, Amman 2007.**
* Problems of Stocks and Storage/ **Dubai 2007.**
* Problems of Retail/ **i2, Amman 2006.**

**Reference:**

* Nawroz Tawfeq ex Nokia i2 Co. Manager Director

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* Farid Mohammed ex Itisaluna Customer care and marketing Manager

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