

MOHAMED ELHELW

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OPERATIONS ASSOCIATE leveraging extensive experience in purchasing, sourcing, warehousing, and shipping to maintain effective logistical operations while sustaining relationships with customers and suppliers. Dedicated problem solver utilizing critical thinking and root cause analysis abilities to rapidly rectify complex supply chain issues, bolstering on-time delivery rate. Flexible professional adept at adapting to new situations and tools, successfully operating in dynamic and fast-paced environments.

AREAS OF EXPERTISE

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|---------------------------|--------------------|--------------------------|
| ✓ Supply Chain Management | ✓ Customer Service | ✓ Inventory Management |
| ✓ Logistics & Operations | ✓ Problem Solving | ✓ Sourcing & Procurement |
| ✓ Team Leadership | ✓ Ocean Freight | ✓ Regulatory Compliance |
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SELECT SUPPLY CHAIN ACHIEVEMENTS

- Revitalized business reputation by enforcing compliance to shipping schedules while widening delivery windows, improving on-time shipping rates from 60% to 95% to secure customer satisfaction.
 - Attended international conventions, exhibitions, and trade shows, utilizing relationship building and networking abilities to prospect new suppliers and generate opportunities that bolstered business.
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PROFESSIONAL EXPERIENCE & ACCOMPLISHMENTS

Uber – Chicago, IL **2016 – Present**
Vehicle Operator

- Provided customer service by swiftly and safely conveying passengers to destinations, following driving laws and passenger safety rules to secure customer satisfaction.
- Developed connections with patrons, utilizing interpersonal communication skills to interact with a varied and diverse clientele and maintain engaging conversations.

HUB GROUP – Mc Cook, IL **2018 – 2019**
Truck Driver

- Operated trucks on commercial routes, delivering products safely and on time while maintaining regulatory compliance with transportation laws.

Schneider National – Gary, IN **2018**
Truck Driver

- Maintained awareness of Federal Motor Carrier Safety Administration (FMCSA) rules and protocols, adhering closely to regulations to sustain compliance with Federal laws.

ATC – Cairo, Egypt **2000 – 2015**
Supply Chain Manager **2003 – 2015**

- Oversaw supply chain responsibilities including selecting vendors, evaluating suppliers, monitoring shipments and deliveries, sourcing products, managing contract negotiations, overseeing inventory management, and ensuring worksite safety; sustained effective and efficient daily operations.
- Conducted team building, employing leadership and management skills to provide support to employees, ensure adherence to best practices, and sustain a productive and positive work environment.
- Instituted process improvements to client support by implementing surveys that identified order discrepancies and obtained client feedback, increasing customer service levels from 45% to 85%.

Assistant Logistics Manager **2000 – 2003**

- Managed logistics duties by supervising the loading, unloading, and storage of shipments and deliveries, carefully inspecting items and freight to verify accuracy compared to invoices.

EDUCATION **Bachelor of Business & Economics:** Misr University for Science & Technology

CERTIFICATIONS Certificate, Managing Supply Chain Complexity – American Chamber of Egypt

PROFICIENCIES Microsoft Excel | Microsoft Word | PowerPoint | Windows 8 & Windows 10

LANGUAGES

English | Arabic