



# Mohamed Essam

## Mechanical Engineer

To work in a firm with a professional work driven environment where I can utilize and apply my knowledge, skills which should enable me as a mechanical engineer to grow while fulfilling organizational goals.

## Experience

### Logistics Coordinator

Jan 2023 - Present

#### Gulf Cryo | Dubai, UAE

- Strategically plan and manage logistics, warehouse, transportation and customer services
- Ensure goods are shipped in the most timely and efficient manner according to documented processes, including planning the transportation route and payload, selecting the mode of transportation and tracking the shipment from pick up through delivery all the while targeting cost reduction, freight savings, service and contractual requirements.
- Prepare and update daily logistics reports & coordinate product delivery schedules with customers
- Knowledge in Inco-terms and experience in handling Import & Export Letter of Credits
- Coordinate with various staff for operational support activities; serve as a liaison between departments in the resolution of day-to-day operational problems.
- Liaising and negotiating with suppliers, customers and shipping agents
- Meet cost, productivity, accuracy and time targets
- Collaborate with sales and accounts team for planning and executing of orders and related management
- Keep shipping operations within budget without compromising speed or efficiency
- Negotiate the price of shipment transportation with carriers

## Contact

### Phone

+971557893235

### Email

essam.ame05@gmail.com

### Address

Dubai, UAE

### VISA

Employment

### Driving License

UAE Driving License

## Education

### B.Tech Mechanical Engineering

Sastra University

2016-2020

## Expertise

- Quality Control
- Welding
- Maintenance
- Supply Chain
- Oracle
- Auto CAD
- MS - Excel

## Language

English

Tamil

## Sales Coordinator

Dahnay Logistics I Dubai, UAE

Sep 2020 - Dec 2022

- Handling of existing customers and development of new customers
- Maintain a high level of quality interaction with customers to develop and maintain good relationships with customers
- Follows up with a call, as the basis of building a long term relationship with customers
- Regularly visit existing customer validating our service level and develop new revenue streams
- Support customer service and work closely on operation and documentation
- Preparing quotation for the client and submit the invoice to the accounts department
- Understand the major market trend
- Handling the customer quires and concern
- Carries out any additional task assigned by the manager
- Timely evaluation of complex service issues and resolving to customer satisfaction
- Coordinating with sales and operation to provide enhance service to customer
- Coordinating internally with documentation, transportation, warehouse for smooth movement of the shipmen
- Track orders and ensure the timely manner delivery.