



Naeem Mukadam

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SUMMARY

Experienced and dependable logistics professional with over 8 years of progressive responsibility in the Indian and GCC region, including Kuwait-based roles with leading e-commerce and delivery firms. Proven track record in supervising high-volume logistics operations, managing diverse teams, and ensuring timely execution of supply chain activities in fast-paced, customer-driven environments. Adept at coordinating cross-functional teams, resolving operational challenges, and maintaining compliance with regional safety and performance standards. Recognised for a hands-on leadership style, attention to detail, and a commitment to continuous improvement across all areas of logistics and warehouse management.

EXPERIENCE

Smart Express, Kuwait, Operations Supervisor

August 2023 - Till Date

- Lead end-to-end delivery operations across multiple zones, ensuring efficiency, cost-effectiveness, and adherence to SLAs
- Supervise a team of drivers, warehouse staff, and dispatchers; oversee scheduling, performance evaluations, and daily briefings
- Develop and implement standard operating procedures (SOPs) for last-mile logistics, improving turnaround time and reducing delivery failures
- Monitor key operational KPIs (e.g. on-time delivery rate, order accuracy, fuel utilisation) and prepare weekly performance reports for senior management
- Collaborate with cross-functional departments, including customer service, finance, and IT, to resolve escalations and enhance service delivery
- Oversee fleet utilisation, routing efficiency, and driver compliance with safety and regulatory standards
- Conduct root cause analysis on operational delays and implement corrective actions to improve service reliability
- Manage shift planning and workforce optimisation to meet demand surges and seasonal peaks
- Assist senior management in budgeting, cost control, and strategic planning initiatives related to logistics operations
- Champion a culture of accountability, teamwork, and continuous improvement within the operations team

Imile Delivery, Ahmadi Logistics Officer

Mar 2022 – Jul 2023

- Managed inbound and outbound logistics operations, achieving a daily target of over

- 11,000 shipments while maintaining delivery accuracy and speed.
- Supervised warehouse staff and drivers, ensuring alignment with operational KPIs and adherence to health and safety regulations.
- Generated detailed performance reports, including GRNs and BTDS, to support planning, forecasting, and cross-departmental coordination.
- Coordinated with third-party logistics partners and customs to ensure timely transportation, clearance, and delivery.
- Implemented workflow optimisations and layout improvements that enhanced space utilisation and reduced handling time.

**Boutikaat / Agility, Kuwait
2022**

Feb 2021 – Mar

Inventory Coordinator

- Oversaw inventory control processes, ensuring real-time stock accuracy through cycle counts and variance reporting.
- Conducted quality inspections on inbound and outbound goods, enforcing strict standards to minimise returns and complaints.
- Maintained inventory records in ERP systems and collaborated with procurement for replenishment and demand forecasting.
- Identified root causes of inventory discrepancies and implemented corrective actions to improve traceability.
- Supported internal audits and trained warehouse staff on SOPs related to inventory handling and documentation.

**XpressBees, India
Logistics Executive**

Nov 2016 – Feb 2020

- Coordinated day-to-day parcel sorting and dispatch operations to ensure timely delivery within assigned regions.
- Managed incoming and outgoing shipments, including verification against documentation and system updates.
- Assisted in monitoring delivery performance metrics and reporting exceptions to the operations supervisor.
- Liaised with couriers, drivers, and warehouse staff to resolve delivery issues and improve service efficiency.
- Maintained accurate records of shipment statuses, returns, and customer service escalations.

EDUCATION

Interior Designing
University of Mumbai, Mumbai (2014 - 2016)

HSC
Maharashtra Board, Mumbai (2011 - 2012)

SCC

Maharashtra Board, Mumbai (2010)

CORE SKILLS

- Logistics & Delivery Operations
- Inventory & Warehouse Management
- Shipment Tracking & Documentation
- Team Supervision & Cross-Functional Coordination
- Quality Control & Process Compliance
- Strong Communication & Problem-Solving
- Adaptable, Quick Learner, Team-Oriented

PERSONAL DETAILS

Address: Khaitan, Kuwait

Passport No: R2704752

Date of Issue: 29-06-2017 Date
of Expiry: 28-06-2027 Civil ID

No.: 294071804571

Article No: 18

REFERENCES

Available upon request