

SAHIBZADA MAAZ ABBASI

Logistics & Supply chain Professional

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SUMMARY

Focused professional knowledgeable about devising innovative solutions to diverse business concerns and goals. Highly competent Logistics and Supply Chain Specialist with domestic and international logistics. Expertise in 3PL, import, export & DG shipments, Ship Chandelling processes, supplying commodities, project management, inventory & warehouse management, freight forwarding. Enabling distribution of goods, which include FMCG products, Dangerous goods, Oil & Chemicals. Ample knowledge of customs regulations, and all aspects of international business especially EMEA region. These are key factors that I believe will allow me to effectively contribute in any team environment or as a self-motivated individual.

EXPERIENCE

Business Desk Specialist

TNT/ FED EX

07/2022 - Present Jeddah, Saudi Arabia

Distribution & Logistics

- The position involves working in the Airfreight Operation & Sales Department.
- Providing quotations to customers by utilizing more than sales target (quarterly achievement) and technical knowledge.
- Generating competitive analyses and strengthening overall service margin and lead day-to-day operations of the Quotations section.
- Providing effective customer service for all internal and external customers by utilizing excellent, in-depth knowledge of company services as well as team member.
- Create quotes at agreed margins with leveraging pricing strategy.
- Dealing with our in-house system to send reports and statistics to clients.
- Ensure work is delivered to agreed service level.
- Obtain and maintain current information on agent's ongoing pricing structures.
- Administer orders with special instructions and documentation requirements.
- Expedite project orders and prepare required client reports.
- Communicate with all departments involved in completing quotations.
- Filed customer inquiries.
- Coordinate client's relationships to ensure timely response.
- Receiving client's instructions to render services.
- Commit to continuous improvement and training.

Logistics Supply Chain Specialist

Faisal M. Higgi & Associates Co.

05/2021 - 07/2022 Yanbu & Jeddah, Saudi Arabia

Ship Chandling & Operations

- Direct inbound or outbound logistics operations, such as transportation or warehouse activities, 3PL, safety performance, or logistics quality management.
- Arranged supplies for MSC & Aramco Chartered vessels.
- Successful project with Arrangement of supplies for Royal Yachts, Aramark.
- Arranged supplies for Approximately all well-known Shipping agents.
- Enforced the on-time shipment of product to create exceptional permanent customer.
- Achieved 99.5% average delivery rate on all assignments with no loss of materials or assets.
- Supervised & Directed Quotation team & 25 logistics team members performing receiving, warehousing, order picking, stocking, and shipping activities.
- Inspect product to ensure that it is the proper product and quantity of product for shipment.
- Oversee dispatching, routing, tracking, and shipping activities to ensure safe, prompt and accurate delivery of goods.
- Supervised the checking of goods received against purchase orders and bills.
- Provided data-based solutions to customer requests in shipping, labor, and operation cost.
- Supervised invoice processing, purchase orders, expense reports, credit memos, and payment transactions.
- Managed vendor relationships Developed and implemented best practices, inventory control, demand planning, and other optimizations to grow the business.
- Managed the purchase order process and review purchase orders and contracts for conformance with company policy and contract terms.
- Communicate all emergencies delays due to weather, carrier schedule changes to customer and Manager.
- Forecasted manpower requirement based on daily work load and company targets.
- Implemented computer technology to efficiently multitask all areas of operation determined transport route, keeping track of transport vehicle, and directed quick response teams in case of vehicle breakdown.

KEY ACHIEVEMENTS



Debt Collection success

Reduced overdue amount by 30% in 6 months through targeted collections



Enhanced Financial Recovery

Managed credit collections exceeding 400,000 monthly.



Successful project management

Arranged supplies for Royal Yachts project, increasing revenue by 500K



Team Leadership Impact

Managed team of 25, improving logistics efficiency by 40% over a year



Sales Target Achievement

Exceeded sales targets by 15% (SPS) in fiscal quarter



Outstanding service Award

Awarded service champion for exceeding performance targets of 100+ customer calls daily

LANGUAGES

Arabic

Beginner



English

Proficient



Urdu

Native



DRIVING LICENCE

Saudi Arabia

Available

IQAMA

Residential Permit

Transferable

EDUCATION

Master of Business Administration (M.B.A.), Marketing

University of South Asia

09/2010 - 09/2014

TRAINING / COURSES

Air ticketing & Reservation Course - Cotham University

CCNA (Cisco certified network Associate) - CORVIT

Anti Corruption Policy Course - FEDEX

INTEREST & HOBBIES



Car enthusiastic



Music



Traveling

EXPERIENCE

Senior Credit Controller (Key ACC)

TNT/ FED EX

📅 03/2019 - 04/2021 📍 Jeddah, Saudi Arabia

Distribution & Logistics

- Ensuring invoices are delivered on timely basis.
- Collecting overdue amounts.
- Visiting bad payers.
- Coordinating cross functions to resolve disputes.
- Reviewing new trading agreements.
- Arranging short meetings with new customers to explain Collection process in timely manner.
- Sharing e-invoice data to billing.
- Negotiating Re-Payments plan.
- Resolving invoices disputes for customers if any.
- Liaising with customers and Sales team.
- Starting legal proceedings if client do not pay their debts on time.
- Maintaining accurate records for Customers.
- Implementing changes in the company.
- Manage cash flow, maximize revenue, mitigate credit risk and minimize bad debt.
- Resolve account queries internally and externally.
- Analyze the effectiveness of credit control system and suggest improvements, implement strategies to increase profitability and reduce bad debts.

Cross Border Booking Specialist (Key ACC)

TNT/ FED EX

📅 10/2017 - 03/2019 📍 Jeddah, Saudi Arabia

Distribution & Logistics

- Ability to manage and maintain several portfolios for various clients at the same time
- Good team player, honest, and willing to be cooperative with colleagues
- Manage to establish a structure that requires communication skills with a customer
- Professionally and efficiently answers customer queries: mainly in written by e-mails, orders, online chats, occasionally phone calls
- Bookings by emails '120+ approx.'
- Highlight any recurring problems that are manifested through traces and then direct the information accordingly so that corrective actions can be taken promptly
- Provides professional technical support to consumers based on strong product knowledge
- Strong and timely follow-up with customer and team for PND
- Acknowledging and resolving customer complaints with guidance regarding missing information
- Tracking and investigates challenging cases, shipments, requests from the customer
- Use of SAP and Microsoft Excel to track customer data and perform an intense reconciliation process
- Professional order proceeding and relative documentation preparation
- Communicates with central/local/satellite warehouses in a professional and friendly manner, escalates issues to higher level
- Facilitating to find a solution for any escalations, challenges
- Ensure that customer collection shipments are updated daily
- Deal competently with customer complaints and take all possible actions to resolve any issues to their fullest satisfaction with minimal intervention
- Manage team of junior customer service

Customer Service Representative

TNT/ FED EX

📅 04/2016 - 10/2017 📍 Jeddah, Saudi Arabia

Distribution & Logistics

- Ensure customer satisfaction with maintaining a positive empathetic and professional attitude.
- Coordinate with operation dept with pickup and deliveries.
- Records of rejection of booking.
- Un-spendable shipments follow-up with customer.
- Able to defuse situation with dis-satisfied customer.
- Follow up with clearance staff for shipment release status.
- Able to maintain team relationship with internal staff and communicate and coordinate with colleges as necessary.
- Scorer in job performance to maintain quality work performance.
- Online pickup request 50 on an average.
- Attending more than 100+ calls per day.
- Awarded with service champion shield.

Reservation Consultant

Safari Travel & Tours

📅 06/2014 - 12/2015 📍 Lahore, Pakistan

Travel & Tourism

- Online Ticketing by Galileo or Amadeus.
- Sales skills, Customer oriented Documentation, Knowledge of Geography

STRENGTHS



Problem Solving Ability

Effective in problem-solving with diverse challenges.



Operational Improvement Skill

Skilled in optimizing and improving operations.



Versatile Work Style

Adaptable to team or independent work environments.



Client Relationship Management

Excellent at managing client relationships and expectations.

SKILLS

Delivery Performance

Operational Improvement

Strategic Planning

FMCG Operations experience

Relationship Development

Key Account Management

Customer Success & support service

Conflict Resolution

Supply Management & Stock control

Delivery Operations

Employee Training

Fleet Management

Supervisory Skills

Accounting Standards

Personnel Management

Problem Solving

Customer Follow-up

Time Management

Team Management

Performance Management

Attention to detail

Communication skills

Sales Management

Sales & Marketing

Third-Party Logistics (3PL)

Order Processing

Microsoft s Office Suit & SAP

Oil Gas & Chemical Handling

Dangerous Goods

Freight Management

Import Export Logistics

CRM

Custom Clearance

Anti corruption Awareness