

Rawan Bakr Alagamy
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Professional Summary

Results-oriented shipping professional with 10+ years of experience specializing in import operations, documentation, finance, and HR. Proven expertise in streamlining complex logistics processes, ensuring regulatory compliance, enhancing customer relationships, and leading high-performing teams. Committed to operational excellence and organizational growth.

Professional Experience

Yang Ming Shipping (Egypt)

Deputy Manager – Customer Service, Import Department

Apr 2017 – Present - Lead and oversee all import operations from vessel arrival to equipment return. - Ensure timely and accurate processing of shipments, meeting customer expectations. - Build and maintain strong client relationships; identify cross-selling opportunities. - Ensure full compliance with customs regulations, tariffs, and trade agreements. - Optimize processes to increase efficiency and reduce operational costs. - Manage, train, and evaluate a team of import specialists.

Assistant Manager – Finance Department

Jan 2016 – Apr 2017 - Prepared monthly financial reports and analyses for the CFO and senior management. - Managed month-end closing, accrual transactions, and day-to-day accounting. - Monitored KPIs and streamlined accounting tasks for accuracy and efficiency.

Assistant Manager – Equipment Control

Sep 2015 – Dec 2017 - Verified daily equipment stock and coordinated container releases with depots and export teams. - Oversaw depot operations, ensuring smooth container movement and seal control. - Developed equipment distribution plans and maintained stock levels across depots. - Managed longstanding container control, container sales, off-hires, and on-hires.

HR Administrator & Executive Manager Secretary

Apr 2014 – Aug 2015 - Administered HR processes, including attendance, leave, and labor law compliance. - Managed company filing systems and ensured proper archiving of documents. - Organized internal and external meetings, visitors' protocols, and reservations. - Handled correspondence, proofreading, and document preparation for management.

Education

Bachelor of Commerce (Business Administration)

Port Said University, English Section – May 2013

Key Skills

- Import Operations & Documentation Management
 - Customer Relationship Management
 - Financial Reporting & KPI Analysis
 - HR Administration & Compliance
 - Process Optimization & Cost Reduction
 - Team Leadership & Training
 - Advanced Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
 - MATLAB & IT/Network Basics
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Languages

- **Arabic:** Fluent
 - **English:** Professional Working Proficiency
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Certifications & Training

- Initial Dangerous Goods Training – IMDG Code
 - ICDL Certified (Information & Communication Technology)
 - Communication, Presentation & Time Management (Orascom Training & Technology Center)
 - Business English & Soft Skills (New Horizon)
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References available upon request