

Al Hassan Ahmed

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SUMMARY

Detailed-oriented Export Specialist & Operations Specialist with extensive experience in logistics and supply chain management. Proven track record of streamlining processes, optimizing inventory management, and ensuring compliance with international trade regulations. Skilled in coordinating shipments, managing supplier relationships, and analyzing operational data to drive efficiency and cost savings. Adept at maintaining high levels of customer satisfaction through effective communication and timely updates. Strong problem-solving abilities and a commitment to continuous improvement, with a demonstrated ability to enhance operational performance by leveraging data-driven insights.

EDUCATION



Bachelor's Degree in Commerce, Business Administration Department

Faculty of Commerce, Al Azhar University • Cairo, Egypt • 2022 • [Show Certificate](#)

EXPERIENCE



Export Specialist

MIF logistics | Outsourced by Carisma logistics

February 2024 - October 2024, Cairo, Egypt

- Prepared and reviewed export documentation for over 200 shipments monthly, ensuring 100% compliance with international trade regulations and reducing documentation errors by 15%. Coordinated logistics for timely export shipments, **achieving a 98% on-time delivery rate and improving customer satisfaction scores by 20%**.
- Liaised with customs authorities to facilitate smooth clearance processes, successfully navigating complex regulations and minimizing delays, which led to a 30% reduction in customs hold times. **Analyzed supply chain processes to identify inefficiencies, implementing improvements that resulted in a 10% reduction in shipping costs.**
- Provided regular updates and support to clients regarding shipment status and compliance requirements, enhancing client relationships and achieving a 95% retention rate. Compiled and analyzed monthly export performance reports, **presenting findings to management that informed strategic decisions and improved operational efficiency by 15%**. [Show Certificate](#)



Operations Specialist

Carisma logistics

September 2022 - January 2024, Cairo, Egypt

- Streamlined logistics operations by implementing process improvements, resulting in a 20% increase in overall operational efficiency and reducing delivery times by 15%. Managed inventory levels for over 1,000 SKUs, **maintaining optimal stock levels and achieving a 98% accuracy rate in inventory counts, which minimized stockouts and overstock situations.**
- Analyzed operational data to identify trends and areas for improvement, leading to a 25% reduction in operational costs through more effective resource allocation. **Collaborated with suppliers and vendors to ensure timely delivery of materials, achieving a 95% on-time delivery rate and enhancing supply chain reliability.**
- Monitored key performance indicators (KPIs) for logistics operations, producing monthly reports that informed management decisions and enhanced service levels by 15%. **Maintained regular communication with clients regarding shipment status and operational updates, achieving a 90% customer satisfaction rating through proactive service.**



Accountant

Jaz Hotel Group | North Coast

April 2021 - August 2022, Cairo, Egypt

- Prepared and analyzed monthly financial statements, ensuring accuracy and compliance with accounting standards, which contributed to a 10% improvement in financial reporting efficiency. Assisted in the development and monitoring of the annual budget, **identifying cost-saving opportunities that resulted in a 15% reduction in operating expenses.**
- Managed accounts payable and receivable processes, maintaining a 98% accuracy rate in invoice processing and reducing late payments by 20% through timely follow-ups. **Ensured compliance with local tax regulations by preparing and submitting accurate tax returns, resulting in zero penalties or fines during audits.**
- Processed payroll for over 100 employees, ensuring timely and accurate payments, which contributed to a 95% employee satisfaction rate regarding payroll issues. **Assisted in internal and external audits, providing necessary documentation and insights that led to a 20% reduction in audit findings year-over-year.**



Call Center Agent

Vodafone Business Egypt

September 2016 - December 2017, Cairo, Egypt

- Responded to an average of 100 calls, emails, and web chats daily from Vodafone Business clients, achieving a 95% response rate within established service level agreements. Provided comprehensive support for customer inquiries, **effectively resolving 90% of issues on the first contact, which enhanced overall customer satisfaction and loyalty.**

- Guided customers through the entire support process, from initial contact to resolution, ensuring a seamless experience and contributing to a 20% increase in positive feedback scores. Accurately documented customer interactions and resolutions in the CRM system, **maintaining a 98% accuracy rate in data entry and reporting.**
- Collaborated with cross-functional teams to address complex issues, **resulting in a 15% reduction in average handling time for escalated cases.**

SKILLS

- Microsoft Word, PowerPoint and Excel Expert
- Arabic English & German Fluent Speaker
- Logistics Coordination
- Inventory Control
- Data Analysis
- Customer Communication
- Shipment Tracking
- Negotiation Skills
- Documentation Accuracy
- Regulatory Knowledge
- Quality Assurance
- Shipping Regulations
- Technical Proficiency
- Self-motivated
- Multitasking Abilities
- Time Management
- Working Under Pressure
- Problem Analysis and Problem Solving
- Strong Communication Skills
- Team Collaboration
- Gentle Speaker
- Cultural competence
- Compliance Management
- Process Optimization
- Supplier Relations
- Cost Reduction