



FAHEEM YOUSUF

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SUMMARY

A dedicated logistics and operations professional with strong strategic management and leadership abilities, committed to driving organizational success through effective planning and execution. With a solid foundation in logistics, warehouse operations, and team coordination, I specialize in streamlining processes, improving team performance, and optimizing resource allocation. My extensive experience in the logistics sector has allowed me to implement best practices that improve efficiency and deliver consistent results. Recognized for leading teams and managing complex operations with precision, I remain focused on delivering reliability and aligning performance with company goal.

EXPERIENCE

Operation Coordinator

11/2024 - Present

Logiroo Delivery Services C.O L.L.C |
Production City, UAE

- Provided comprehensive driver support, effectively resolving operational issues to ensure uninterrupted last-mile delivery and maintain high service standards.
- Monitored and analyzed key performance indicators (KPIs), including order acceptance rate, customer satisfaction, and delivery efficiency, to drive continuous performance improvement.
- Managed the full recruitment life cycle, overseeing on-boarding and off-boarding processes with meticulous documentation and structured training programs to ensure workforce readiness and compliance.
- Supervised custody management, maintaining accurate accountability of tools and materials assigned to drivers, minimizing losses and ensuring operational integrity.
- Conducted cash debriefing and reconciliation, ensuring timely and accurate cash handling while maintaining financial transparency and operational integrity.
- Ensured strict regulatory compliance, aligning logistics and transportation operations with UAE transport laws and industry standards, effectively mitigating compliance risks.
- Implemented strategic process improvements, streamlining workflows to enhance operational efficiency and reduce bottlenecks.
- Maintained effective communication with clients and partners, fostering strong relationships and ensuring seamless service delivery through proactive issue resolution and consistent updates.

Operation & Warehouse Coordinator

08/2022 - 10/2024

Elite Shipping L.L.C | Al Qouz, Dubai, UAE

- Oversee bonded warehouse operations, ensuring precise stock segregation and strict compliance with customs regulations to maintain operational integrity and regulatory adherence.
- Prepare and verify customs documentation, including bills of entry, exit certificates, and transit declarations, ensuring accurate and efficient customs clearance.
- Liaise with customs officials, free zone authorities, and freight forwarders, proactively resolving potential issues to prevent delays and ensure smooth logistics operations.
- Conduct comprehensive inventory audits, meticulously tracking stock movement and maintaining accurate warehouse records to support inventory accuracy and operational transparency.
- Coordinate with transporters for inbound and outbound deliveries, optimizing scheduling to minimize shipment delays, achieving a 30% reduction in lead times.
- Coordinated last-mile delivery operations by aligning warehouse dispatch schedules with customer delivery timelines, improving on-time delivery performance.
- Supervise and train warehouse staff, enforcing compliance with safety protocols and operational standards, fostering a culture of efficiency and safety.
- Monitor and analyze key performance indicators (KPIs), including clearance time, inventory accuracy, and cost efficiency, generating detailed reports and actionable insights for senior management.

Operation Executive

Freight Systems | Jebel Ali, UAE

12/2021- 08/2022

- Managed end-to-end import and export operations for Full Container Load (FCL) and Less than Container Load (LCL) shipments, ensuring seamless customs processing and on-time delivery.
- Enhanced shipment tracking systems, significantly reducing instances of lost or delayed goods by 25% and increasing supply chain visibility.
- Developed customized transportation plans to meet diverse client demands across air, land, and sea freight, optimizing delivery timelines and cost efficiency.
- Generated and verified shipping invoices, ensuring precise cost calculations and accurate documentation, supporting financial accuracy and compliance.
- Cultivated strategic relationships with customs brokers and international suppliers, enhancing communication and collaboration, resulting in a 15% increase in imported goods.
- Preparing and dispatched authorization letters along with necessary shipping documents to forwarders for customs clearance while maintaining up to date container status for clients and international agent.
- Ensured timely and precise operations, including receiving, staging, ticketing, placement, planning and distribution to optimize sales effectiveness and high customer satisfaction.

Chief Customer Officer

Kalliyath Sanitations | Tirur, India

01/2021- 10/2021

- Enhanced customer experience in retail operations by implementing strategic engagement initiatives and suggestive selling techniques, driving customer satisfaction and brand loyalty.
- Developed and executed solution-selling strategies, effectively aligning product recommendations with customer needs and budgets, increasing conversion rates and overall sales performance.
- Streamlined end-to-end sales processes, optimizing collaboration between sales, billing, logistics, and warehouse teams to ensure timely delivery and a seamless customer experience.
- Drove customer loyalty and retention by leading post-sale support programs, effectively resolving customer complaints and inquiries, and enhancing customer satisfaction.
- Consistently exceeded sales KPIs, implementing strategic sales growth initiatives that increased monthly sales by approximately 10%.
- Led strategic sales and performance meetings, collaborating with sales teams to set and review daily and monthly targets, identify growth opportunities, and enhance cross-functional team efficiency.

Asistant Restaurant Manger

AL Fanar Restaurant | Gloucester Road, United Kingdom

07/2019 - 09/2020

- Collaborated with the restaurant manager to develop and implement effective staff scheduling strategies, working closely with the workforce management team to maximize productivity and operational efficiency.
- Analyzed team performance and recommended strategic changes to enhance employee productivity, foster teamwork, and promote a positive work environment.
- Assisted the general manager with key administrative duties, including payroll processing, inventory management, food ordering, and accurate cash handling procedures, ensuring financial integrity and operational smoothness.
- Created an open and supportive work environment, encouraging the food and beverage team to work collaboratively toward achieving business goals and maintaining high morale.
- Supervised in-house catering operations, managing the end-to-end process from booking to execution and billing, ensuring seamless event coordination and client satisfaction.
- Maintained exceptional customer service standards, ensuring that all customers received outstanding service and a positive dining experience.

EDUCATION**Master of Business Administration, General**

Sunderland University, UK

2020

Strategic Management and Leadership

B School International, India

2018

Bachelor of Commerce (BCOM) Co-operation

Calicut University, India

2015

SKILLS

Technical Skill	Operational Skills	Soft Skills
SAP, Tally ERP9, MS Office, WMS	Customs & Free Zone Compliance (UAE)	Leadership & Team Coordination
Import & Export Documentation	Last-Mile Delivery Coordination	Strong Communication & Client Handling
Dubai Trade (Mirsal 2)	Inventory & Stock Management	Problem-Solving, Strategic Planning
Adobe Illustrator, Adobe Photo shop (for reporting/presentation use if needed)	Customs & Free Zone Compliance (UAE)	Attention to Detail & Accuracy
Google Sheets & Drive (Collaboration Tools)	KPI Tracking & Analysis	Conflict Resolution & Complaint Handling
	Cash Handling & Reconciliation	Creative & Artistic Thinking
	Vendor & Transporter Coordination	

LANGUAGES

English	Fluent	Arabic	Intermediate
Malayalam	Native	Hindi	Fluent