

Hesham Mohammed Ezzat

Operations & logistics specialist

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Dubai, United Arab

Emirates

EXPERIENCE

Operations & logistics specialist

Barq Star Express

04/2022 03/2023 Nasr city

- Preparing goods and registering them in the system Directing the work team and preparing for shipment Collaborate with warehouse, purchasing and other managers to improve operations Providing solutions to problems at the time of rush Preparing periodic reports and performance evaluation

Operations & logistics specialist

MF Group

02/2021 04/2022 Dokki

- Dealing with wholesalers in different places in Cairo for 4 months seeking quantities of goods that may be -sold online as winning products with best price, quality, and least shipping problems Served as Operations & Logistics Coordinator for 8 months
- managing inventory and organization of warehouses Printed online orders from the site/sheets and organized orders for shipping Followed up with couriers regarding shipments Received returns and added them to the warehouse Conducted continuous system updates

Operations & logistics specialist

All Basic online store

04/2020 02/2021 1st settlement

- Inventory and organization of the warehouses Printing the online orders from the site/sheets and organizing the orders that will be shipped Follow up with couriers Receive returns and add them to the warehouse Continuous system update Follow up with sellers and keep them updated with the stock Dealing with customer problems Keeping up with marketing for new product/collection for the next season

Operations & logistics specialist

Sprint

06/2019 03/2020 Mokattam

- Completed a 3-month internal training program on supply chain fundamentals and applied knowledge to streamline team workflows.
- Resolved 10+ shipment discrepancies monthly by liaising with carriers and clients, ensuring timely issue resolution.
- Updated shipment tracking data daily using logistics software

Customer service

Gift For Memories

03/2018 04/2019 Tanta

- Coordinated weekly shipments of 50+ packages, ensuring 100% on-time delivery through effective communication with warehouse and delivery teams.
- Responded to 20+ daily customer inquiries via email and phone, achieving a 90% satisfaction rate.

EDUCATION

Bachelor of Arts, Department of
Archeology, Greek and Roman Division
Faculty of Arts Tanta University

01/2020 01/2021

LANGUAGES

Arabic	English
Native	Advanced

SKILLS

- MS Office
- soft skills
- flexibility
- Advanced Excel Skills for Data Analysis
- Safety Compliance:
- Negotiation Skills:
- Customer Service
- Teamwork
- Communication Skills
- Problem-Solving
- Attention to Detail