

Michael Yousaf

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Professional Summary

Experienced Logistics Dispatcher / Supervisor and Warehouse Supervisor with a strong track record of driving operational efficiency, cost control, and on-time project execution. Skilled in shipping, dispatch coordination, inventory management, and logistics planning for military and commercial operations across the Middle East. Committed to achieving organizational goals through hands-on leadership and clear communication.

PROFESSIONAL EXPERIENCE

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| Firefly Lighting Company - Shuwaikh Industrial, Kuwait | Warehouse Supervisor | Sep 2023 – Present |
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Assignments & responsibilities

- Coordinated daily dispatch of drivers, technicians, and helpers for installations and customer deliveries.
- Monitored driver movement through GPS tracking systems to ensure timely service.
- Reviewed and validated invoices related to warehouse deliveries, showroom pickups, and installations.
- Oversaw smooth warehouse operations and ensured order accuracy.
- Familiar with inventory management systems and ERP tools.

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| RMS, Kuwait (Readiness Management Support, L.C.) | Dispatcher / Logistics Supervisor | Sep 2017 – Sep 2023 |
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Coordinating logistics operations, providing transportation support to U.S. Army's Heavy-Lift VII and VIII Projects in Kuwait, TAN & Iraq

Assignments, responsibilities & achievements

- Supported U.S. Army Heavy-Lift VII and VIII projects in Kuwait and Iraq.
- Oversaw logistics quality programs, vehicle safety checks, and performance evaluations.
- Dispatched flatbeds and lowboys for regional missions across Kuwait, Iraq, Bahrain, Saudi Arabia, and Jordan.
- Monitor logistics quality management programs.
- Participate in transportation management process, such as selection, qualifications or performance evaluation.
- Assess and monitoring vehicle safety standards by conducting spot-checks on safety equipment.
- Ensure effective and timely implementation of all Logistics daily operational goals inclusive of Shipping functions and Inventory Management.
- Develop and initiate monthly reports having required project timelines, corporate metrics and productivity measurements.
- Deploy daily Flatbeds and Lowboys for local mission for Kuwait and Iraq, Bahrain, Saudi, Jordan.
- Tracking all vehicles with GDMS (Global Distribution Management System) trackers for Kuwait, Iraq, Bahrain, Saudi and Jordan.
- Prepared monthly performance and productivity reports aligned with project timelines.

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| Al Jazira Electronics & Stationeries, Kuwait | General Storekeeper | Aug 2013 – Sep 2017 |
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Performed a dynamic career in the field of Administration, Business Development, and Store Warehouse Inventory Management.

Assignments, responsibilities & achievements

- Oversaw and administered operations of the store: Receive, identify and verify merchandise. Provide information to and assist immediate manager, service technicians and back office
- Monitored loading unloading of equipment. Knowledgeable of Material Safety Data Sheet System Licensing Classifications.
- Make periodical checks between records and actual stock, investigate any discrepancies, and report to the Cost Controller immediately.
- Review inventories for obsolete and slow-moving items and bring any such items to the attention of the Cost Controller for action.
- Knowledge of safety protocols and regulations related to labor, fire, and health standards.

Security Systems Co, Kuwait Control Room Operator August 2012 – August 2013

Accurately prepared and completed reports, records, logs and related documents. Acted quickly in emergencies, analyzed circumstances and adopted effective courses of action, exercised sound judgment under pressure.

Assignments, responsibilities & achievements

- Developed sharp observation skills for noticing civilians, special details and effects.
- Responded immediately to emergency incidents and security requests. Monitored and cleared all personnel entering and departing from a secured area.
- Trained new operators, and maintained a safe and secure environment for staff and civilians.
- Daily use of radios to communicate with team members.
- Maintain accurate records of data recordings and events, using incident-reporting software.

HETCO, Ahmadi, Kuwait Dispatcher / Logistics June 2004 – June 2012
(El-Hoss Engineering & Transport Co.) Supervisor

Problem-solving, supply chain professional with diverse experience in transportation industries. Proactive management style with excellent communication, organizational, and leadership skills.

Assignments, responsibilities & achievements

- **Project: HETCO @ U.S. Army's Heavy-Lift V to VII Program in Kuwait and Iraq.**
 - Maintained adherence of OSHA regulations.
 - Effectively managed 250 - 300 company drivers and 800 plus contract drivers by building positive relationships and coaching drivers for success, deploy of daily Flatbeds, Lowboys, Baggage Trucks, 600 (45 Pax) Buses for daily missions.
 - Functioned as the primary contact for drivers' daily operations.
 - Effectively delivered key factor results for utilization, retention, safety and service
- **Project: Kellogg Brown & Root Services @ U.S. Army's Heavy-Lift V Program in Kuwait.**
 - As Supervisor dispatching accurate and appropriate fleet of Flatbed Trucks required, supporting daily TMR Missions for APOD Kuwait.
 - Awarded certificates from KBR for the good work.
- **Project: IAP World Services @ U.S. Army's Heavy-Lift V Program in Kuwait and Iraq.**
 - As Supervisor dispatching accurate and appropriate fleet of Heavy Equipment, Lowboy and Flatbed trucks required, supporting daily TMR Missions for Kuwait and Iraq.

EDUCATION & PROFESSIONAL QUALIFICATIONS

Professional Certifications

- Diploma Computer Application, **2001**
- Diploma Hardware Engineering, **1996**

- Diploma Computer Science,

1995
- Intermediate Higher Secondary School, Rawalpindi Board Pakistan
 - Secondary School, Rawalpindi Board Pakistan

1988
1986

SKILLS

- Inventory & Warehouse Management
 - Strong Interpersonal & Communication Skills
 - Shipping & Receiving Coordination
 - Multilingual: English, Arabic, Hindi, Urdu, Punjabi
- Dispatch & Route Optimization
 - Logistics Planning & Reporting
 - Team leader and Supervisor
 - Detail Oriented
 - Fast Learner