



# Elqassim Kezaala Mulumba

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## ● ABOUT MYSELF

Logistics Coordinator and Warehouse Supervisor with 10+ years of expertise in supply chain management, warehouse operations, and distribution across the UAE. Proven ability to manage end-to-end logistics, improve warehouse efficiency, and drive cost-saving process improvements. Skilled in WMS, inventory accuracy, and customs compliance, with a strong record of leading high-performing teams and achieving KPIs in fast-paced environments.

## ● SKILLS

warehouse operations | Logistics Coordination & Distribution Management | Customs Documentation & UAE Compliance | Inventory Control & Warehouse Optimization | Inbound/Outbound Logistics & Freight Forwarding | Vendor & Carrier Relationship Management | Warehouse Management Systems (WMS) | Lean/CI Process Improvement | company policies | KPI Tracking, Reporting & Cost Reduction | Microsoft excel | Microsoft Office

## ● WORK EXPERIENCE

### JINGDONG INTERNATIONAL MIDDLE EAST FZE – DUBAI, UNITED ARAB EMIRATES

**Business or Sector** Transportation and storage

#### LOGISTICS COORDINATOR – 08/02/2025 – 15/09/2025

- Coordinated inbound and outbound shipments, ensuring SLA compliance and on-time deliveries.
- Prepared and verified customs and shipping documentation, ensuring adherence to UAE import/export laws.
- Acted as liaison between suppliers, carriers, and warehouse teams to resolve shipment delays.
- Tracked KPIs on timeliness, accuracy, and costs, providing reports to senior management.
- Supported process improvements that reduced operational bottlenecks and optimized warehouse space.

### ALSHAYA GROUP – DUBAI, UNITED ARAB EMIRATES

#### WAREHOUSE SUPERVISOR – 10/09/2021 – 05/04/2024

- Supervised a 60,000 sqm warehouse handling 100,000 SKUs, managing a team of 60 staff.
- Achieved 98.5% inventory accuracy and reduced order cycle times by 20% through workflow redesign.
- Implemented lean projects, cutting stock location errors by 15% and improving warehouse layout.
- Reduced occupancy from 98% to 89% by strategically relocating slow-moving items.
- Successfully led a 3PL transition project with zero stock loss and minimal downtime.

### ALSHAYA GROUP – DUBAI, UNITED ARAB EMIRATES

#### WAREHOUSE TEAM LEADER – 02/07/2019 – 05/08/2021

- Directed a team of 25 in inbound and outbound operations, ensuring 98%+ order accuracy.
- Conducted daily audits and WMS updates, minimising stock discrepancies and shortages.
- Organised daily stand-up meetings to communicate performance targets and align KPIs.
- Led safety and machine compliance checks, upholding strict operational standards.
- Reduced stock discrepancies by 15% through improved KPI monitoring and team training.

### ALSHAYA GROUP – DUBAI, UNITED ARAB EMIRATES

#### WAREHOUSE ASSISTANT – 05/03/2013 – 10/05/2019

- Supported high-volume stock flow through picking, dispatching, and labelling processes.
- Conducted daily cycle counts, contributing to 98.5% accuracy across 5,000 storage bins.
- Assisted in inventory control by tracking variances and resolving discrepancies.

- Operated warehouse equipment safely while maintaining compliance standards.
- Played a key role in achieving consistent SLA performance through operational support.

## PROJECTS

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20/07/2013 – 10/08/2025

### Key Projects & Achievements

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- **Returns Optimisation Project** – Designed and implemented a new returns process, reducing stock misplacements by 20% and improving inventory accuracy.
- **Discreet Picking Automation Project** – Automated Muji brand picking operations, cutting operational costs and errors by 50%.
- **Team Performance Enhancement Project** – Implemented leadership strategies and workflow improvements, recognised internally for driving team efficiency and operational excellence (equivalent to Best Team Leader 2021).
- **Continuous Improvement Program** – Led and contributed to CI initiatives over three consecutive years (2021–2023), streamlining processes and reducing errors across warehouse operations.
- **Operational Excellence & Retention Project** – Maintained high performance and compliance standards over 10 years, strengthening team stability and earning organisational recognition for sustained excellence.

## EDUCATION AND TRAINING

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2003 – 2006 Kampala, Uganda

**BACHELOR OF ADMINISTRATION AND MANAGEMENT** Islamic University

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**Field of study** Human resource management and development(Hons)

## LANGUAGE SKILLS

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Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
<b>ENGLISH</b>	C2	C2	C2	C2	C2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user