

**Mazin Bilal Al-Siddiq Bakhit**

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## Professional Objective

An operations tracking specialist with expertise in logistics management and e-commerce, seeking to join a reputable company where I can utilize my organizational skills and experience to improve operational efficiency and ensure customer satisfaction.

## Professional Experience

**Al Qiyada Shipping Company – Dubai, UAE**

**Operations Tracker**

May 2, 2020 – Present

- Monitored all stages of the shipping process from receipt to delivery.
- Coordinated with drivers to ensure timely delivery schedules.
- Monitored and tracked shipments using advanced tracking systems.
- Resolved issues and handled complaints to ensure customer satisfaction.
- Prepared daily and monthly reports on operational performance.
- Enhanced operational efficiency by analyzing logistics performance data.

**Gastro Zero E-Commerce Company – Ajman, UAE**

**Logistics Coordinator**

2023 – Present

- Organized and scheduled e-commerce operations.
- Interacted with suppliers and customers to ensure smooth flow of goods.
- Managed e-commerce warehouses and inventory control.
- Improved logistics operations to reduce costs and increase efficiency.
- Managed the supply chain and coordinated storage and distribution operations.
- Analyzed sales data and optimized order processing operations.

## Education

AES University – Khartoum, Sudan  
**Bachelor's in Communication Engineering**  
Graduated on July 15, 2015

## Skills

- **Logistics Management:** Supply chain management, improving shipping and delivery processes, inventory management, transportation coordination.
- **E-Commerce:** Managing online orders, optimizing e-commerce operations, handling returns, sales data analysis.
- **Shipment Tracking Systems:** Using shipment tracking systems, GPS technology, shipment information management.
- **Customer Service:** Handling customer complaints, providing effective solutions, improving customer satisfaction.
- **Effective Communication:** Communicating with internal and external teams, preparing performance reports, inter-departmental coordination.
- **Analysis and Reporting:** Analyzing operational data, preparing performance reports, providing recommendations for process improvements.
- **ARB Systems:** Proficient in using Automated Routing and Booking (ARB) systems.
- **Logistics Dashboards:** Utilizing logistics company-specific dashboards for tracking and analyzing operations.

## Certifications and Training

- **Logistics and Transportation Management Certificate** – Any Place Institute, Saudi Arabia, 2022
- **Advanced Customer Service Course** – Network Plus Institute, Taif, 2016
- **E-Commerce Course** – Amazon, Online, 2022
- **Data Analysis Certificate** – AWS, Online, 2023

## Languages

- **Arabic:** Native language
- **English:** Advanced level

## References

Available upon request.

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