



# SAJJAD HUSSAIN

TEAM LEADER-LOGISTICS  
& COURIER OPERATIONS

## Contact

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## Skills

- Team Leadership & Staff Supervision
- Courier & Last-Mile Delivery Operations
- Route Planning & Fleet Coordination
- Warehouse & Inventory Management
- Vendor & Client Communication
- Problem Solving & Process Improvement
- Time Management & Task Prioritization

## Education

- 2011- INTERMEDIATE

## Certification

- 2011- Microsoft Certified IT Professionals
- 2011- Microsoft Certified Network Administrator
- 2012- Best Employee Of The Month (Wallstreet Exchange Company )
- 2016- Best Employee Of The Month (Prime Future )

## Experience

- **RYD Plus Delivery Service LLC (Formerly iMile Franchise) & J&T Express Franchise**  
**June 2021 – Present as Operation Manager**  
Managed end-to-end logistics for 1,000+ daily shipments in Ajman, UAE, ensuring smooth warehousing and transport coordination.  
  
Supervised 30+ drivers and warehouse staff, optimizing schedules to achieve 80-85% on-time delivery during peak seasons.  
  
Handled large shipments with 3rd party vendors.  
Worked with procurement and sales to align inventory with demand, reducing stockouts.  
  
Supervised daily audits of all undelivered shipments to identify issues and improve delivery rates.
- **Speed Point Motorcycles Rental (UAE)**  
**Oct 2020- June2021 Fleet and Driver Management**  
Recruited, onboarded, and trained drivers to meet safety protocols and service standards.  
  
Implemented incentive programs to boost retention and performance during peak periods.  
  
Resolved driver issues including payments, routing, and customer complaints.  
  
Collaborated with product teams to enhance driver apps for navigation and earnings tracking.  
  
Managed a fleet of 300+ bike riders across Deliveroo, Talabat, and Noon.



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## Language

- English
- Urdu

## Tools & Technologies

- SAP Crystal Reports,
- Microsoft SQL Server,
- ERP/WMS Systems,
- AI-Based Route Optimization,
- Excel (with Macros & Power Query),
- Google Workspace
- Freshdesk
- Jira

## LICENSES

Valid UAE Driving License  
(Light Vehicles)

## HOBBIES & INTERESTS

- Passionate about technology and process automation
- Interested in AI-driven solutions and data analytics to optimize logistics and customer support operations.

## Experience

### ● Prime Future – (Pakistan)

#### **May 2016– Oct 2020 as Customer Support Administrator**

Responded to customer inquiries from Pakistan and UAE via email, phone, and chat.

Managed a team of 12 members, assigning tasks based on customer requirements.

Escalated complex issues to relevant departments and ensured timely follow-up.

Coordinated with programmers for system updates and resolving technical issues.

### ● Prime Future – (UAE)

#### **Aug 2014– May 2016 as Customer Support Administrator**

Responded to UAE customer inquiries via email, phone, and chat.

Managed a 12-member team, assigning tasks based on customer requirements.

Oversaw door-to-door support services, ensuring timely resolution of issues.

Handled SQL service-related issues and troubleshooting.

### ● Wall Street Exchange Company

#### **June 2007 – Aug 2014 AS Customer Support Administrator**

Responded to branch inquiries via email, phone, and chat, ensuring timely and accurate support.

Provided support for branch CCTV systems, including installation, configuration, and issue resolution.

Coordinated with IT teams on system updates and technical issues impacting customer support operations.

## Reference

**References available upon request.**