

Mohammed Gamal

GENERAL INFO

Full Name: Mohammed Gamal
Date of Birth: 1st of March 1992
Nationality: Egypt
Marital Status: Married
Location: Dubai, United Arab Emirates



CONTACT INFO

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PROFESSIONAL EXPERIENCE

Jan 2024 to Dec 2024

Logistics, sales coordinator and Assistant export manager at Al Douri Group

Dubai, United Arab Emirates

Industry: Food and Beverage Production. Company Size: 501-1000 employees

Enter order information into the company database ERP system.

Input orders ensure that they are processed according to customer requirements. Provides continuous communication to the customers about the samples, orders and other logistic issues.

Co-ordinates with various factory units the processing of all customers' needs to speed up the execution of these needs to be able to increase customer satisfaction, this includes sample follow-up and approvals, pending in orders and processing of documentation plus any other special requests.

Ensure all orders are accurate and delivered on time.

Follow-up for the payment of due invoices and ensure that they are paid in a timely manner according to the agreement with various customers.

Request & coordinate the transportation of all shipments and monitor to receiving in customer warehouses.

Choose the best shipping offers to ensure the delivery of optimum cost against service. Revise clearance documents and ensure there are no discrepancies, and they match our invoice and PKL.

Feb 2020 to Oct 2023
(3 years and 8 months)

Logistics Specialist at Danone (Nutricia Middle East Head office)

Dubai, United Arab Emirates

Industry: Food and Beverage Production. Company Size: More than 1000 employees

Process, examine, & challenge required import/export shipping documents as per the regulations of each market at Gulf Countries (Saudi Arabia, Bahrain, Oman, UAE, Qatar, Kuwait, Jordan and Lebanon from Europe countries and USA).

Deliver verified documentation in line with lead time timely customs clearance process at destination country.

Root cause analysis of documentation challenges.

Initiate and deliver products through signed off service levels agreements with supply points and third-party logistics.

Assess process for creation of center of excellence at hub level for documentation processing.

Deploy tools for tracking shipments from supply points to destination country.

Maintain records for assessing improvements in shipping & clearance lead times to improve time to market.

Communicate to all CSE updates on clearance on weekly basis with status & root cause analysis of shipment/clearance delays & actions/support needed.

Effectively communicate with internal & external stakeholders on orders status.

Jan 2018 to Jan 2020
(2 years)

Customer Service Logistics Specialist at DHL Global Forwarding UAE (Danzas)

Dubai, United Arab Emirates

Industry: Package/Freight Delivery. Company Size: 101-500 employees

Arranges shipments by examining destination, route, rate, delivery time and dispatches to carriers.

Verifies merchandise shipped by matching bills of lading, reconciling quantities, and noting discrepancies.

Keeps customers informed by forwarding notices, shipment date, method, status and answering questions.

Checking and confirming order status on pick-up and deliveries. Track and log information in the system.

Coordinate & expedite requests, time-specific pickups and deliveries and other special requests.

I'm responsible for answering customer calls and inquiries.

EDUCATION

2010 - 2015 **bachelor's degree in accounting**

Ain Shams University (ASU), Egypt

Overall Grade: Good

2014 - 2014 **Vocational in English**

Ain Shams University (ASU), Egypt

Overall Grade: Excellent

Studied Subjects: Edu Egypt and BPO scholarship

ACHIEVEMENTS

- 1- Saving approximately 96000 USD for the company per year by issuing the required EUR certificate for customs clearance purposes after checking and analyzing this issue with the customer and freight forwarder as the customer had this issue for 7 years ago without a solution before my joining the company.
- 2- Optimized the documentation and freight management process with the freight forwarders and the factories to reduce costs and the time spent on documentation by 15%.

CERTIFICATES AND TRAININGS

Apr 2014 **Edu Egypt and BPO Scholarship** (Score: 93% out of 100%)

Jun 2013 **English course at new horizon**

Feb 2013 **English course at Canadian international college** (Score: 92% out of 100%) Feb

Mar 2011 **Microsoft office at international company for research**

LANGUAGES

- English and Arabic: Fluent.

SKILLS

- Advanced in ERP System, Export specialist, import specialist, Microsoft Office, Excellent communication skills, Freight Forwarding, Logistics specialist, Supply Chain, Microsoft Outlook, and LC documentation and inventory management