

# FAHAD ALI



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## Logistics Operation Specialist

### Summary

"Seeking a challenging role as a logistics specialist to utilize my experience in managing supply chain operations, optimizing transportation routes, and ensuring timely and cost-effective delivery of goods. Committed to streamlining processes and improving efficiency while maintaining high levels of customer satisfaction and quality control."

### Skills

- Supply chain management
- Inventory management
- Operation Management
- Transportation management
- Problem-solving skills
- Team management
- Time management
- Task management
- Leadership skills
- Customer service
- Negotiation skills
- Project management
- Risk management
- Quality control
- Multi-tasking abilities
- Knowledge of logistics software and tools
- Budgeting and cost management
- Decision-making skills
- Data analysis

### Experience

#### LOGISTICS Supervisor | 04/2023 - Current

##### Talabat (Delivery Hero).

- Oversee and optimize a large fleet of 7000+ vehicles and Drivers composing 90,000+ daily orders to ensure timely and efficient deliveries.
- Monitor and analyse key performance metrics such as delivery time, estimated preparation time, fail rate, and idle percentage to continuously improve riders performance.
- Address and monitor riders' accidents, ensuring prompt resolution and preventive measures.
- Leading a Team of 27 Logistics Coordinators, Trainers and Storekeepers.
- Supervise live operations, ensuring smooth coordination between restaurants, riders, and customers for seamless order fulfillment.
- Implement strategies to reduce delivery times and enhance customer satisfaction.
- Optimize stock levels, minimize wastage, and ensure accurate tracking of inventory.
- Oversee distribution operations to ensure efficient supply chain management.
- Develop and manage budgets for various departments.
- Ensuring effective allocation of resources are met for various projects.

## **LOGISTICS COORDINATOR | 04/2021 - 04/2023**

### **Talabat (Delivery Hero).**

- Process improvement - ability to identify inefficiencies in current work methods and recommend process changes to eliminate them.
- Leadership - ability to guide and motivate a team to achieve high productivity, safety, service, and quality levels.
- Training and development - ability to train, coach, and provide feedback to associates to improve job performance and conduct regular evaluations.
- Performance management - ability to use data and observations to provide coaching and counseling to associates and resolve associate relations issues.
- Problem-solving - ability to investigate operational errors, determine the cause, and recommend corrective action.
- Inventory management - ability to maintain inventory accuracy and control, identify areas of improvement, and monitor key metrics including productivity, accuracy, quality, and expenses.
- Production planning and coordination - ability to coordinate and monitor operations with the functional area to ensure consistent performance production rates in line with the business plan.
- Supervision - ability to plan, monitor, and review the work of subordinates, make recommendations concerning selection, termination, performance appraisal, and professional development.
- Team Management- Ability to staff,train,evaluate and develop team members.
- Communication - ability to communicate effectively with internal and external stakeholders to ensure smooth operations and customer satisfaction.

## **TEAM LEADER | 09/2019 - 04/2021**

### **AL NAJADA HOTEL - Doha, Qatar**

- Experienced in managing multiple outlets with consistent service delivery and adherence to standards.
- Proficient in operating various POS systems, including Micros, Opera, and Oracle.
- Cross-trained in front office operations, demonstrating adaptability to new roles and responsibilities.
- Skilled in supervising night shift room service operations, ensuring timely and quality service delivery to guests.
- Exceptional customer service skills, anticipating and responding to guests' needs and resolving issues effectively.
- Excellent communication skills, including active listening, clear communication, and building strong working relationships.
- Effective time management, prioritizing tasks and meeting deadlines in a fast-paced work environment.
- Keen attention to detail, ensuring accuracy in transactions and following SOP's.
- Strong team player, providing support, sharing knowledge, and contributing to the success of the team.
- Quick problem-solver, identifying and resolving issues efficiently to ensure smooth operations and guest satisfaction.

## **MARKETING MANAGER | 01/2018 - 08/2019**

### **ARZEPAK INTERNATIONAL, PAKISTAN**

- Strong coordination skills, effectively liaising with stakeholders to achieve shared goals.
- Conducted client assessments, identifying needs and developing solutions to meet them.
- Skilled in screening and training new employees, ensuring their readiness to contribute to the organization.
- Proficient in managing daily tasks, prioritizing effectively to ensure optimal productivity and efficiency.
- Excellent communication skills, with the ability to listen actively, convey information clearly, and build strong working relationships.
- Keen attention to detail, ensuring accuracy and adherence to policies and procedures.
- Effective problem-solving skills, identifying and resolving issues efficiently to ensure smooth operations.
- Strong organizational skills, managing multiple tasks and projects concurrently.
- A team player, providing support, sharing knowledge, and contributing to the success of the team.
- Proactive and adaptable, willing to take on new challenges and learn new skills to drive personal and organizational growth.

**TELESALES AGENT | 04/2016 - 12/2017**  
**EFU LIFE ASSURANCE LTD, PAKISTAN**

- Supervise Daily functions of Team Members and effectively recommend disciplinary action and training.
- Develop and manage an active pipeline of qualified prospects.
- Generating lead from personal contacts, Cold calling, networking, client referrals and colleagues.
- Develop sales and marketing plans to compete with others competitors.
- Responsible for working with client service team to service and retain current account.

## **Education and Training**

**University of Haripur – KPK Pakistan | BBA (Hons)**  
**MARKETING 2018**

## **Languages**

**English, Arabic, Urdu, Hindi Pashto, and Punjabi.**

## **Computer Skills**

- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Excellent typing speed (with WPH measurement)
- Experience using Internet and email.
- Experience with soft skills assessment tools.
- Knowledge of HR laws and regulations
- Understanding of data privacy and security regulations.
- Excellent in VLOOKUP.
- Excellent in PIVOT.

## **Personnel Details:-**

- Date of Birth: 11/08/1994
- Passport No: SN1810872
- Qatar License: Yes
- Qatar ID: Yes
- Marital Status: Single