

Holds a Bachelor in Commerce (Business Administration) and has about 21 years experience working in warehouse management, administration, accounting, sales, technical support and customer service.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 17/11/1972
Gender : Male
Residence : Nasr City, Cairo

EDUCATION

: Bachelor in Commerce (Business Administration), Higher Institute of Cooperative and Administrative Studies, 1996

LANGUAGES

Arabic : Native Language
English : Good

COMPUTER SKILLS

: Windows, MS Office (Word, Excel, Access, Power Point), Internet
: Visual Basic

CHRONOLOGICAL EXPERIENCE RECORD

Dates : From 2017 till now
Employer : Egyptian Paper Manufacturing Company
Job title : Director of Warehouse Management
Job Description :

- Organization of the team work in all the stores of the company (raw materials - spare parts - full production) and the selection of leading cadres for each team with good harmony between the personnel to achieve the greatest possible use of human energy.
- Study the shortcomings during the previous period and develop a strategy for development and improvement of performance.
- Promote the level of workers and develop their scientific and practical skills and hold training courses on the computer and the organizational aspect of the stores in order to achieve the accuracy of work and good functioning.
- Make inventory programs to record and follow-up work and the speed of access to information and data required at any time.
- Preparation of analytical reports on inventory status, rates of withdrawal,

demand, condition and validity of items, supported by graphs and presentations.

- Periodic evaluation of the management staff and determining the rates of incentives and rewards according to the level of performance and matching the required standards, such as (compliance with work schedules - speed of completion of work - ethical behavior with colleagues and managers, ...etc.).

Dates : From 2014 till 2017
Employer : Arabian Company for Environmental Engineering
Job title : Financial & Administrative Accountant
Job Description :

- Preparation of monthly extracts of operations at work sites.
- Follow-up of administrative and financial work.
- Monitor the movement of stores and purchases.
- Prepare payroll and incentives and make monthly assessment of competence and commitment to employees.
- Follow-up of the treasury and banks and a daily report of the movement of the Treasury.
- Prepare periodic reports on the costs and profitability of each operation, and make analytical comparisons between processes.

Dates : From 2010 till 2014
Employer : Kama Metal Works Co. (Formation and Operation)
Job titles : Sales Manager of the Engineering Sector & Technical Support and Training Officer for the Sales Sector on the SAP Program (Technical Support & Sales Executive)
Job Description :

- Conduct field interviews for engineering and household companies and conclude contract agreements for the supply of cast iron according to customer needs.
- Prepare work orders and production plan according to supply orders and customer priorities.
- Direct procurement to provide the most requested raw materials in the market according to customer needs analysis.
- Schedule production and shipping schedules from the company's production lines to the shipping points agreed upon with the customers.
- Survey and survey customer opinions on product quality and sales process as a whole and measure customer satisfaction to improve and develop the sales system.
- Participating with the consulting firm (CIC) in the formulation of the work cycle and the operation and reconciling the possibilities of the SAP system with the requirements of the company's work from procurement and production to sales and financial transactions.
- Complete preparation of the program and its preparation according to the work environment and operating requirements and the sales process in a record time, which is only 6 months from the start of work.
- Training all sales personnel on how to deal with the program at all stages and needs required by the sales process such as: Quotation - Inquiry - Local Sales Order - Export Sales Order - Local scheduling agreement - Export scheduling agreement - outbound delivery - Credit Memo - Debit Memo - Post Goods Issue - Deliver. Free of Charge. - Consignment - Toll Manufacturing - return - sales - order).

- Communicate directly with the technical support staff of the consulting company to get first-hand on solving all the problems faced by members of the sales sectors, and overcome the obstacles of steps to work on the program to ensure the fastest possible service to customers.
- Analyzing reports on the sales volume, whether at the product level (thickness - display - quality score) or at the level of customers and their different categories (engineering companies - home appliances companies - contracting companies - traders) or in terms of draw levels per customer. Power Point presentations and presentations - supporting decision-making by relevant departments.

Dates : From 2008 till 2010

Employer : Kandil Steel Group of Companies (Steel, Galvanizing & Painting)

Job title : Deputy Director of Customer Service & Head of CRM

Job Description :

- Receiving customer supply orders and sales contracts concluded between them and the sales officials of the company and organizing them according to the priorities of each sector and the needs of each customer (priority processing and shipping).
- Categorizing Customer Orders to:
 - Direct sale of inventory (in the case of the sale of styels in a typical manner), coil or chit as is.
 - The manufacture and conversion of the typical product into different thicknesses, displays and shapes according to customers' needs (such as cutting sheet rolls to special offers, unlike the typical displays (1000 mm & 1250 mm).
- Follow up the implementation of customer references on the production lines and contact the relevant departments such as planning department and production departments and stores to keep up to date on what has been produced ... and the accuracy of the implementation of the operating plan to ensure the fulfillment of the requirements of each client.
- Coordinate with traffic management to equip the appropriate transport vehicles for the finished product delivered to each customer.
- Follow-up with customers until the goods reach them and receive the quality management they have for the product.
- Preparing the work plan for the members of the CRM department and conducting interviews with the procurement officers and the quality engineers in the customers to determine the extent of customer satisfaction and the aspects of default, both in the production or in the period of execution required in the preparation of the orders of supply, and finally in the quality and speed of transport and shipment of goods without Any damage with good packaging.
- Provide analytical reports to the direct manager, supported by graphs and illustrations, periodically (daily, weekly, monthly, quarterly, semi-annually, yearly), and comparing each sector with the highest sales volume, taking into account sales seasons and market variables. And the decision makers a clear analytical view of the requirements and fluctuations of the market during the current period and the development of future plans for the next year.

Dates : From 2000 till 2008

Employer : El Obour Co. for Metal Industries - Galfa

- Job title** : Deputy Director of Warehouse Management / Internal Auditor (for ISO 14001 Environmental Management System)
- Job Description** :
- Designing a complete documentary course for warehouse management and business models, including (inspection and receipt form, addition authorization, exchange request, exchange permit, items movement card, store balances, return model, inventory record, etc.
 - Organizing and distributing crews in each department of warehouses according to their skills and capabilities.
 - Conduct periodic meetings to discuss the progress of work in each section and the new obstacles to overcome them and work on the development of performance.
 - Periodic meeting with other departments concerned with the direct and indirect management of warehouses and coordination with them to ensure smooth flow of work between the departments, without prejudice to the responsibility of the Department and the secretariat work by.
 - Continuous monitoring of the progress of the business and follow up the balances and demand limits for the items first.
 - Preparation of daily and monthly reports to the relevant departments (such as purchasing department to determine demand - and cost management to follow up actual consumption - and senior management to know the size of the stock according to nature, raw materials or full production).
 - Conducting internal audits in accordance with the specific plan of the administration responsible for monitoring the implementation of quality systems and the environment (ISO14001).
 - Prepare a report of the results of internal audits and cases of non-conformity and submit them to the concerned department for corrective actions, prior to the external audit of the donor company.
- Dates** : From 1998 till 2000
- Employer** : High Power Egypt Co. (Industrial - Commercial - Service)
- Job title** : Accountant
- Job Description** :
- Preparation of daily restrictions and accounting guidance for existing operations in each section (operation, sales, purchases, trading of financial terms, receipts, payments, bank expenses, etc.).
 - Migration to the ledger as well as registration on the integrated accounts program (Alpha) MS DOS & under Windows.
 - Periodic inventory of the company's stores of raw materials, complete production and submission of records of the inventory including the result of disability or increase or conformity to the Chairman of the Board of Directors.