

Holds a Bachelor of Arts and has more than 23 years hands-on experience working in logistics field.

PERSONAL DATA

Nationality : Egyptian
Birth Date : 01/10/1970
Gender : Female
Marital Status : Married
Residence : Cairo

EDUCATION

- : High Diploma of Translation – Alexandria University – 1994
- : Bachelor of Arts – French dept. (Alexandria University) – 1992
- : High Diploma of Business – Chamber of Commerce & Industry – Paris – 1990
- : Certificate of Economic & Commercial French – Chamber of Commerce & Industry – Paris – 1989
- : High School Certificate – La Mere De Dieu (French) – Alexandria

LANGUAGES

Arabic : Native Language
English : Fluent
French : Fluent

COMPUTER SKILLS

- : Windows, MS Office, Internet

CHRONOLOGICAL EXPERIENCE RECORD

Dates : From Apr. 2014 till Jan. 2016
Employer : MAERSK
Job title : Operations Assistant Manager
Job Description :

- Equipment:
 - Master all equipment management for Egypt Cluster (Egypt – Lebanon – Syria – Libya) despite all challenges faced with LB/SY/LY.
 - Manage supply and evacuation plans for all our equipment.
 - Liaise with SEUEQU to maximize equipment availability & effectiveness and ensure that no shortage all over the year & 100% covering to export forecast despite high fluctuations in market.

- Ensure that empty storage at lowest level without impacting export forecast.
- Improve cost savings / drive smart operations & cost optimization by managing equipment flow within our ports / ensuring that positioning is properly managed based on requirements of each port & implement updated evacuation/supply chains that support business strategies adapted to cost reduction strategies.
- Full dedication to get successful & unprecedented conclusion of reefer seasons by preparing future plans for our forecast in lowest depots in terms of storage and keep customers confident that Maersk can offer any volume of equipment during season.
- Overall contribution in execution & delivery of business results.
- Manage longstanding in all locations and ensure that we are below global target.
- Negotiate transportation rates & services with vendors to improve supply chain efficiency and sustainability.
- EMR (equipment maintenance & repair):
 - Ensure that we are 100% recovering our damaged units.
 - Ensure that Merc+ is dully updated and revise repairs according to ROAM.
 - Ensure that all Dert cases are handled with all concerned desks and we have collected our money back from 3rd party.
 - Prepare PTI for reefers before and during season and arrange repairs whenever needed.
 - Manage cleaning with all depots to ensure that our equipment is suitable for food grade.

Dates	:	From Sep. 2009 till Mar. 2014
Employer	:	MAERSK
Job titles	:	• Senior Operations Supervisor (from Apr. 2012 till Mar. 2014) • Equipment Egypt Cluster - Operations Supervisor (from Sep. 2009 till Apr. 2012) (taking charge of functional management of daughter countries in areas of responsibility (equipment and EMR))
Job Description	:	• Equipment: - Prepare stock control report to monitor stock balance in Alexandria and Port Said and arrange empty return to cheapest storage depots or to the terminal where we need empties to build stock for evacuation; and arrange export releases from high storage depots. - Calculate the projected surplus and the required actions to consistently evacuate surplus to reduce storages and dwell time. - Ensure that we have the lowest empty storage all over our locations. - Prepare weekly & monthly projection of future optimal operational stock - for a more agile management of the equipment in order to grant enough buffer to cover our local demand for export with reducing empty dwell time and saving cost. - In case of unexpected external factors impacting our supply plans - work on other contingency plans and close monitoring to overcome shortage periods; also monitor forecast to identify changes & determine the effect on evacuation/supply chain activities. - Identify imbalance for EGALY pools based on full forecast for import and export flows – plan feedering requirements and agree

- with LOC equipment for execution.
- Relentless focus on longstanding units for Egypt Cluster (Egypt (9 terminals - depots) / Lebanon / Libya (3 terminals) & Syria) and minimize longstanding empty containers by following 1st in/1st out rule & efficient equipment management.
- Improve financial results & reduce costs by: Increasing depot savings / outperformed the set target of triangulations and exemplary efforts to get reduced costs from 3rd parties / terminals and yards.
- Full process review and implementation of new SOP's to build process excellence for equipment Department.
- EMR (equipment maintenance & repair):
 - 3P recovery (equipment damaged / total loss) i.e. trace 3P -> update system -> estimate repair costs -> collect payments.
 - Arrange timely repairing or evacuating damaged units.
 - Merc+ confirmation of all work orders within same month.
 - Fact compliance:
 - Creating POs timely and zero delay in paying our vendors.
 - All invoices posted during same month/Reconciliation between merc+ & Tico.

Dates : From Sep. 2001 till Aug. 2009

Employer : MAERSK

Job title : Operations Supervisor

Job Description :

- Equipment management in Alexandria and timely update equipment in system.
- Achieve zero longstanding empty containers resulting with storage savings.
- Review current process regularly in operations dept. and come forward with new process/SOP resulting in performance improvement.
- Suggestion of new projects and ideas which saving costs and increase efficiency.
- Assisting and supporting customer services & sales to fill our vessels with maximum cargo and avoid any additional/unjustified cost.
- Optimal utilization of empty in yards and evacuation surplus after ensuring that current stock is covering only exporters requirements.
- Review supplier's performance and ensure adherence to SOPs / review and code expenses / timely and accurately update intermodal costs in RRMR system.
- Handling container sale in Egypt and outperformed the annual set target.
- Prepare and submit to all concerned parties all discharge & loading lists/plans and ensure that vessels will berth without any delay and will sail on proforma.
- Prepare reefer/imo manifests.
- Prepare bookings for our vessel's entire intake from all partners.
- Prepare loading baplie for next port and send it upon finalizing operations.
- Monitor & observe daily berth situation at port and report same to concerned parties (Master of vessel; regional operations desks, ...etc.).
- Handling all tasks related to M/V Maersk Ahram capacity includes preparing rolling and loading of containers will be loaded from previous

port.

- Updating all systems involved in operations (rkem, power stow, gsis, GCSS, EquMaster, Marvel, ...etc.).
- Outstanding achievements & support to the bright star multi-national military exercises in A.R.E. and rewarded from the United States Central.
- Monitor imo labels & seals stocks and place timely new orders to cover all locations in Egypt.
- Enhance the operation cycle and communication among department and other supporting departments to maintain flexibility of operations and enhance pace of work while ensuring customer satisfaction.
- Staff and self-awareness and knowledge building for CB and MLC courses also ensure new staff well trained.
- Coaching and directing subordinates & redesigning performance measurement systems and managing operations team.
- Timely and accurate presentation of management reports.

Dates : From Jan. 1996 till Aug. 2001
Employer : Safmarine Container Lines & CMBT Lines – merging with Maersk
Job Description : Operations Coordinator and shifting also as Customer Services / Documentation.

Dates : From Nov. 1993 till Dec. 1995
Job title : Executive Secretary for Operations / Traffic & Transportation Dept.
Job Description : Private Translator (from French to Arabic & vice versa).