

Ahmed ABDELWAHAB

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Proficient Logistics /Supply Chain (MSc.), Warehousing, Project/ Management (PMD), Process Improvement leader with 12 years’ exp.

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| Profile |

Proactive logistics professional offering an extensive, diversified background in project management, supply chain, operational excellence, distribution, inventory management, transportation. Highly enthusiastic, passionate and detail oriented with good decision making, planning skills, coupled with the ability to communicate effectively. Dedicated, resourceful, focused, and diligent in executing and maintaining the highest level of abilities to reach all planned objectives tied to business, performance and standards. Solid track record of managing projects, improving operations (28% inc. productivity), applying strong analytical and problem solving expertise (150 success stories: 0.5$ Mio savings) in a cross-functional ambiguous setting (multiple working interfaces).

Empowering, effective team-builder who recruits, develops, coaches, motivates and inspires teams to top performance, find their awesome & who strives for excellence in any endeavor.

Competitive, self- driven individual who welcomes challenges & has proven ability to adapt, work autonomously with multidisciplinary teams from all areas in a fast paced organization. Rigor, integrity, creativity, entrepreneurial spirit are my essential assets to succeed.

Areas of Expertise:

#Process/ Continuous Improvement #Logistics, Supply Chain Management #Distribution

#LEAN Six Sigma #Warehousing, Inventory Management #Consulting

#Operations Management #Training & Mentoring #Team Leadership

#Cost Controls #Performance, Change Management #Data Analysis

#Project Management #Procurement #Fleet Management

#ERP (SAP), MRP, JIT #INCOTERMS, Export, Import #Last-Mile Delivery

#Route Optimization #SHEQ Standards #Compliance

#Negotiation #Customer Service

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| Education: |

**Micro Masters Logistics, Materials, and Supply Chain Management**,Massachusetts Institute of Technology, United States, 2017-Current

**Project Management Diploma,** Riti (PMI accredited), Egypt, 2017

**Masters degree**, National Industrial Engineering school of higher education (ENSAIT: CTI accredited), Logistics/Supply Chain option, France, 2005.

**Bachelor of Science**, The American University in Cairo (AUC: ABET accredited), Egypt, 2001.

**Major**: Mechanical Engineering. **Option:** Design and Industrial.

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| Career Related/ Professional Experience: |

**Sales & Marketing Manager,** Maadi for Real Estate Investment & Development, Cairo, Egypt, 2016-Current

* Achieve sales targets through selling real estate persuasively, persistently (rented four flats and sold two properties: Manial, Maadi, Nasr City), compile and analyze sales figures to ensure accomplishment of the overall company’s target.
* Participate in key performance indicator review to establish areas for (advertisement improvement) according to customer’s feedback.
* Acquire customers, negotiate deals with customers, address resistance & close them.
* Design a strategic sales plan that expands company’s customer base.
* Oversee, motivate, advice the sales agent team , handle any issues that arise and develop a network of contacts
* Identify emerging market shifts while being fully aware of competition status (depth and breadth of offerings).
* Produce innovative ideas and sales strategies to meet objectives.
* Manage long-term customer relationships/partnerships with customers to ensure customer satisfaction.
* Listen, probe and identify concerns.
* Understand the customer’s business and speak their language.
* Address customer’s objectives, needs and requirements.
* Conduct telephone interviews with clients to determine the kind of properties they are seeking.
* Review the terms of contracts/agreement sets out the rights and obligations of the lessor/landlord.

**Logistics, Projects Manager,** Nestle, Cairo, Egypt, 2012- 2017

* Monitored and track proper receiving, storage, distribution of products to meet on time delivery (shipping, dispatch time: 30% imp.) while retaining minimum inventory/stock levels per SKU to maximize service level, fulfill demand, limit out-of-stock, ensure availability.
* Coordinated inventory planning related to reorder level based per SKU
* Analysed, optimized the overall inventory , stock rotation & movements (slow, non- moving / aging inventory/ dead stock)
* Monitored stock reconciliation/control activities between system (SAP : ERP), warehouses to ensure effective inventory

management (inventory cycle counting).

* Maintained sales vans/fleet service level of 97% and augmented outbound productivity by 28% ($ 178,000 savings) through analyzing, overseeing end to end logistics/warehouse process to improve operational efficiency.
* Increased of 5% in capacity utilization of primary transport & cold storage facilities through planning to improve ROIC (savings of $ 54,000).
* Governed all inbound, outbound logistics/supply chain, warehouse operations towards a high performing culture.
* Maintained, updated operational, safety, sanitation, personnel procedures, optimal standards, policies through collaborating with different operations’ teams and conducting field visits, audits to all distribution centers
* Defined/updated new processes to increase logistics/ warehouse productivity as a result of problem solving.
* Conducted regular business review with sales team to analyze KPIs (safety, quality, cost, delivery, service), share progress on supply chain initiatives, identify issues, agree on preventive and corrective actions to improve customer satisfaction
* Planned, managed &provided resources to keep operational installations, storage facilities a state of art in order to have safe, hygienic, efficient and reliable operation (loading, unloading) through regular inspection, preventive/corrective maintenance (work orders, availability of spare parts, consumables).
* Played a pivotal role in logistics/supply chain department internal audits to guarantee standard adherence
* Developed, managed and administered projects’ budget, logistics, warehouse, purchasing materials and on time delivery for whole business unit ($1 Mio, >90% budget adherence).

• Followed up, revise invoices & ensure timely payment of third party service providers.

•Negotiated contracts with third party service providers/suppliers and monitored service level quality (standards’ compliance).

• Prepared, analyzed budget, CAPEX and initiate actions to achieve goals and objectives

* Facilitated weekly & monthly meetings, deliver periodic KPI reports to establish a plan (incl. cross functional communication to advance decision making).
* Ensured the development, continual improvement, execution of systems and warehouse key processes for operating, management of human resources, information, facilities and equipment.
* Implemented continuous improvement/excellence project (Kaizen/LEAN) in the logistics/supply chain, warehouses division (DCs/warehouses all over Egypt) which helped in boosting business results (75% improvement in KPIs).
* Drove operational discipline in execution of plans from sales and operations planning.
* Managed warehouse/logistics, maintenance, customer service teams through coaching, motivating planning, assigning tasks and performance evaluation
* Prepared the required documents for inbound, outbound operations, ISO certifications and various audits
* Collaborated with procurement department, obtain best price offers from suppliers.
* Built and fostered long term partnership with customers/suppliers, understanding their business needs and priorities to sustain the service level.
* Managed scrap with various vendors
* Verified data accuracy, consistency , integrity accuracy &triggered necessary actions
* Selected, trained, planned, allocated (skills, responsibilities matrix), ensured availability, managed resources within unit to drive improvement.
* Kept track of performance using continuous improvement/Excellence, Focused improvement FI productivity management tools and achieving project performance management metrics
* Set high quality objectives for logistics/supply chain department , cascaded , implemented relevant KPIs (incl. asset utilization) & challenged targets (leadership development)
* Fostered FI implementation as part of Continuous Excellence/improvement initiatives (Lean, Six sigma capabilities) & promote maintain good practices, process optimization across the organization.

•Tracked, discovered & understood Focused Improvement’s impact on market, (Operational Excellence cost reduction& achievements) in order to identify, lead potential continuous improvement projects/opportunities (Muda Hunting, Value stream process mapping)

* Directed and planned different projects which included re-engineering of distribution network to upgrade operations & meet business development strategies.

**Key Contributions & Accomplishments:**

* Enhanced customer service to support sustainable growth through ameliorating sales trucks/fleet loading (dispatch) time by 34% (minimize queuing) & primary transport turnaround time in distribution centers/warehouses & Cross Docks by 31 % & 29 %.
* Built a learning organization across distribution centers/warehouses to enhance leadership, functional capabilities & operational efficiency (1800 initiatives incl. process, efficiency &productivity improvement) and 150 success stories: drive forward savings & cost avoidance of $ 0.5 Mio without adverse impact on customer service).
* Was in charge of a Green Belt project (cross-functional w/sales) which lead to substantial savings & cost avoidance ($100,000).
* Conducted a workload analysis, employee utilization/allocation and review of job success profiles in all distribution centers/ warehouses in a record time (26% savings in head count).
* Designed a monthly recognition and individual performance management program (warehouse staff/workforce & drivers).
* Developed future organizational leaders; three team members promoted through effective mentoring and development.
* Coached, energized, assessed and collaborated with different teams to deliver the following results :

•Reduction of electricity consumption in all Ice Cream warehouses ($110,000).

•Improvement of fuel consumption rate & achieving maximum efficiency in sales trucks tires’ consumption (savings of $37000).

* Made sure that recommended changes/improvements initiatives/projects are implemented into the process and sustainable over time & verify that project results are quantified and documented.

**Regional Distribution & Physical Logistics Manager,** Nestle, Giza, Egypt, 2009- 2011.

* Sustained optimal service levels along with streamlining frozen warehousing operations in extreme storage conditions (-25 C).
* Implemented, coordinated all projects within the regional distribution center/warehouse and the ice cream business (HSE: safety security, cleanliness, sanitation CARE, Nestle Quality Management System: NQMS, OHSAS 18001: incl. waste/ Hazardous material management, ISO 14001 & cold chain SAT) to ensure sustainability, consistency in compliance/adherence to both legislative (shipping, SHEQ, handling) requirements, the company’s vision & policies.
* Supervised & headed different functions which include warehouse, inventory management, transportation, delivery activities ( sales vans/fleet delivery& primary transport receiving or shipping plans) , inbound management and customer service while ensuring that direct operating, capital expenditure (CAPEX), head count budget, (20% cost reduction in daily workers) and transportation expenses are within business plan targets (dynamic forecast).
* Achieved safety and quality targets
* Managed organization of the facility/warehouse to decrease bottlenecks and product damage/ losses taking into account FEFO, NEAR expiry requirements so as to ensure quality storage for all materials/ components, efficient capacity/space utilization
* Instituted logistics/supply chain, warehousing best practices and chalked out standard operational procedure.
* Tracked and audited all incoming (receiving) and outgoing (distribution) pallets/cases (quantities, visual checks), adjusting product location to maximize storage capacity utilization.
* Optimized and controlled cost of distribution (comp. warehouse petty cash, contracts’ invoices, supplier receipts) to work within budgetary constraints (VDC, FDC: 12.5% budget saving, cost allocation) by analyzing and streamlining optimal operations procedures to attain business bottom line KPIs.
* Verified, synchronized & checked effective flow of information (inward, outward movements, qty, storage location SAP reports) associated with movements and physical stock (inventory management, stock control).
* Monitored , controlled product damage/loss
* Followed up annual vehicle maintenance plan for licenses renewals & monitor performance.
* Communicated effectively to construct a robust relationship and an alliance with customers.
* Led & coached cold storage, distribution, transportation and customer service teams towards a high performing culture.
* Managed, oversaw physical & technical logistics/supply chain, warehousing operations (receipt, storage and dispatch), people and equipment (MHE, trade assets, trucks & other fixed assets) in the facility (including 3rd party).
* Kept an eye on logistics’/supply chain, warehouse performance through conducting regular performance (PE), KPI reviews (productivity targets) with root cause analysis and identifying action plans to meet objectives.

**Key Contributions & Accomplishments:**

* Attained first rank among distribution centers/ warehouses in labor productivity (27% increase in OBD, 10% increase of prod.) & lowest in cost/NPS (2.1%).
* Maximized warehouse (10% increase in capacity utilization) & transport utilization (sales vehicles capacity utilization increased by 21%) to ensure product availability while ensuring compliance.
* Elaborated & automated relevant KPIs (dashboard) using excel to identify operational bottle necks so as to measure performance and achieve operational excellence within processes & trained staff on its appropriate usage while deploying continuous improvement mindset.
* Developed and designed a blueprint for capacity planning, operations planning & forecasting workload fluctuations to maximize service level and optimize cost (2% decrease in overtime).
* Kept continuous improvement (Kaizen) on track by working closely across streams, conducting a periodic evaluation of the warehousing capability and establishing a development agenda.

**Technical Support Manager**, Future Pipe Industries, Cairo, Egypt, 2006-2008.

* Supervised, approved all product and engineering drawings (drafting activities).
* Reviewed technical specifications, submitted technical documentation/ verified the design of manufactured products.
* Selected and designed products for seawater intakes & offshore installations, infrastructure & drainage piping, threaded high pressure downhole, jacking underground & line piping systems as per the requirements of customers.
* Created a technical support manual.

**Production Technician, Levasseur Systèmes**, Torcy, France, 2006.

**Logistics Engineer, Agnès b.,** Pantin, France, 2005-2006.

* Analyzed and improved the physical merchandise storage process.
* Constructed performance measures metrics.
* Increased productivity by 10% and improved order fulfillment performance (Line Accuracy = 99.7%, Order preparation accuracy =92%) and the quality of service level.

**R&D Engineer, Bacou-Dalloz Plaintel SAS**, Plaintel, France, 2005.

* Established technical specifications for the single use coverall (SPACEL) and the DANIEL suit.
* Created material’s technical specifications for individual protection equipment.

**Logistics Engineer, Ariane’s Workshop**, Troyes, France, 2004.

* Improved the performance of the warehouse facility (plan) and streamlined its material flow (productivity incr. 20%).
* Planned and executed the various activities necessary for warehouse organization.

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| Community Service : |

* **Member**, The International Federation of Technical Analysts (IFTA), United States, 2017.

\*Discover, exchange ideas with peers, keep up to date on IFTA news, topics of interest in technical analysis from around the world

**French, Science Teacher & Trainer, Training and Tutoring Centers (RTC)**, Cairo, Egypt, 2011-current.

* Perform all educational responsibilities associated with the teaching process, classroom management & student evaluation
* Examine my teaching in a critical way and find new/teaching solutions for students’ improvement after analyzing them.

**English & ICDL Teacher, Alashanek ya balady (AYB)**, Cairo, Egypt, 2008-2011.

* Took a major role in the design and setup of the AYB English beginner and elementary curriculum (educational project).
* Prepared lessons carefully in order to break down sometimes complicated concepts to simple examples that young students could grasp.

**Member,** ENSAIT communication team, France, 2003.

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| Special Skills : |

***Language Skills:***

* Fluent in spoken and written French, English and Arabic.
* Fair knowledge of Italian & German**.**

***Computer Skills:***

* Good use of Auto CAD, TopSolid, Microsoft Office (Excel, Word, Powerpoint), Minitab, Primavera, Visio, Ms project, Photoshop, Illustrator, AS 400 , SAP, WMS (Warehouse Management System).
* Programming Knowledge of Java, Pascal, C++, SQL, html

**Other skills:**

* Working knowledge of EHS, warehousing, Supply chain /logistics operations, INCOTERMS,Six Sigma Green Belt, Value Stream Mapping (LEAN)**,** Food Safety **(**FSSC/ISO 22000), Project Management (PMD).
* Extensive experience in leading complex change or transformation programs & leadership development.
* Good Leadership, team facilitation, communication, customer service skills
* Good analytical , methodical problem solving, strategic decision making , project management, organization, multitasking skills, ability to work under high pressure and deal with various priority changes (business needs & requirements)