



AHMED JAAFAR JAWAD

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SUMMARY

Professional in logistics, transportation, coordinating operations, dispatching, customer service, scheduling, report writing, team communication, and efficiency, with the goal to improve and provide quality service.

EXPERIENCE

AVL Controller

Bahrain Public Transport Company | Isa Town, Bahrain

July 2024 - Present

Job responsibilities:

- Monitored and optimized scheduling operations, ensuring efficient coordination of resources.
- Generated and analyzed reports to improve workflow and maintain compliance with organizational policies.
- Managed inventory systems to track and document operational processes, ensuring accuracy in reporting.
- Communicated effectively with various teams to ensure smooth logistical and operational functions.

Account Manager

Hungerstation | Seef District, Bahrain

Mar 2023 - May 2024

Job responsibilities:

- Regional chain brand Development and Management.
- Partner with brands for marketing and user acquisition.
- Tailored event and delivery solutions to suit brand requirements.
- Collaborate with the distribution team in constant enhancement of brand distribution.

Partner Care

Hungerstation | Seef District, Bahrain

Jan 2022 - Feb 2023

Job responsibilities:

- Handled vendor support requests, providing timely solutions and maintaining accurate service records.
- Supported vendors with platform usage, product updates, and order-related inquiries.
- Promoted platform features and cross-sell opportunities to enhance vendor engagement.
- Escalated recurring issues and coordinated with internal teams to implement improvements.

Rider Care

Hungerstation | Seef District, Bahrain

Aug 2020 - Dec 2021

Job responsibilities:

- Managed rider dispatch operations, coordinating real-time delivery tasks across high-volume orders.
- Maintained accurate logs and records of daily activities to support reporting and compliance.
- Assisted riders in resolving routing and delivery challenges under time-sensitive conditions.
- Built strong coordination skills by working closely with dispatch, operations, and support teams.

EDUCATION/PROFESSIONAL CERTIFICATION

Civil Engineering | High National Diploma

Bahrain Training Institute | Bahrain

Jun 2018

Civil Engineering | National Diploma

Bahrain Training Institute | Bahrain

Jun 2013

Air conditioning | High School Diploma

Jidhafs Technical Secondary School | Bahrain

Jun 2011

ACHIEVEMENTS

Health and Safety at work HSA1 | NEBOSH

Safety Training and Consultation Centre | Salmabad, Bahrain

Nov 2024

Certificate in Health Safety Skills | Highfield

Safety Training and Consultation Centre | Salmabad, Bahrain

Sep 2024

- Highfield Level 3 International Award in First Aid at Work and Use of an AED.
- Highfield Level 2 International Award in Fire Safety.
- Highfield Level 3 International Award in Health and Safety in the Workplace.
- Highfield Level 2 International Award in Control of Substances Hazardous to Health (COSHH).
- Highfield Level 2 International Award in Risk Assessment.
- Highfield Level 2 International Award in Safe Moving and Handling.
- Highfield Level 2 International Award in Work at Height.
- Highfield Level 3 International Award in Health and Safety for Construction Supervisors.
- Highfield Level 3 international award in accident and incident investigation.
- Highfield Level 3 International Award in Health and Safety for Accommodation supervisors.
- Highfield Level 2 International Award in Fire Safety for Fire Wardens.
- Employability Skills.

English Communication Skills (EDEXCEL) | Diploma

Impact Training Institute | Bahrain

Mar 2014

AutoCAD Professional Certificate (Autodesk) | Professional certificate

Training Plus Institute | Bahrain

Aug 2013

KEY SKILLS & COMPETENCIES

- Strong communication and coordination skills.
- Experience in dispatching and partner care in delivery companies.
- Proficient in Microsoft Office.
- Able to handle high-pressure environments with quick problem-solving.
- Skilled in maintaining accurate documentation and workflow tracking.
- Good understanding of operational processes and customer service.
- Time management and teamwork.

LANGUAGE SKILLS

- **Arabic:** native language
- **English:** fluent in speaking, reading, and writing.

AVAILABILITY

Willing to work flexible hours, including evenings and weekends, as required. Open to traveling locally and internationally.