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OBJECTIVE

As a dynamic and results-driven professional with over 15 years of extensive experience in logistics, customer service, and operations management, I am seeking a challenging leadership role where I can leverage my expertise in streamlining processes, driving operational excellence, and delivering exceptional customer satisfaction. With a proven track record of optimizing logistics operations, resolving complex challenges, and fostering strong client relationships, I am committed to contributing to organizational growth and success. My goal is to utilize my strategic problem-solving skills, team leadership capabilities, and industry knowledge to create impactful solutions and drive sustainable business outcomes.

EDUCATION

- Completed Higher Secondary from The Indian School, Bahrain (2011)
- Completed BSc. in Management - Accounting from University of Bahrain, Bahrain (2015)
- Completed MSc. In Logistics Management from UCSI, Malaysia (2019)

ACCOMPLISHMENTS

- Be Entrepreneurial Program from Injaz, Bahrain (2012-2013)
- Career Success Program from Injaz, Bahrain (2014-2015)
- Be Entrepreneurial Program from Injaz, Bahrain (2015-2016)

CERTIFICATION

- CILT: International Certificate in Logistics and Transport, Malaysia (2019)
- CIPS: Chartered Institute of Procurement and Supply, Bahrain (2019)
- CSCP: Certified Supply Chain Professional, Dubai (2026)

EXPERIENCE

- **Mediterranean Shipping Company (MSC), Bahrain (March 2021 – Present)**

Designation: Assistant Manager - Logistics & Commercial Operations**Job Responsibilities:**

- Contributed to maintaining a 51% share of Bahrain's export market as part of a leading global shipping carrier, supporting consistent growth in export volumes.
- Managed end-to-end export operations from Bahrain to global destinations, ensuring accurate documentation, tracking, and timely delivery, while reducing delays by 20% through process improvements.
- Achieved a 52% conversion rate on export inquiries through strategic follow-ups, competitive pricing, and customer-focused engagement.
- Served as the primary point of contact for key industrial clients (ALBA, ARLA, CPIC, MIDAL), ensuring full SLA compliance and delivering high levels of service excellence and customer satisfaction.

- Coordinated cross-border logistics via King Fahd Causeway, ensuring seamless cargo movement aligned with vessel schedules and minimizing disruptions.
- Reduced transit times and improved operational efficiency by streamlining communication between international hubs, port authorities, and internal stakeholders.
- Optimized vessel capacity utilization and container availability using demand planning, market analysis, and proactive planning to prevent equipment shortages.
- Identified operational bottlenecks and contributed to KPI development, resulting in a 15% improvement in overall efficiency and performance visibility.
- Led digital transformation initiatives, including onboarding clients to E-BL platforms and promoting Marine Cargo Insurance, enhancing risk management and revenue generation.
- Ensured compliance with international trade regulations and sanctions, avoiding penalties and operational delays.
- Leveraged advanced systems (SAP S/4HANA, TMS, EDI, API, INTTRA, One Vision, Microsoft Dynamics) to enhance workflow automation, data accuracy, and operational transparency.
- Implemented and enforced standard operating procedures (SOPs) and developed contingency plans to ensure business continuity during disruptions.
- Monitored logistics budgets and drove cost optimization initiatives while maintaining high service quality and operational efficiency.
- Established KPIs, performance frameworks, and accountability structures, improving team productivity and operational outcomes.
- Led, coached, and mentored a high-performing team, conducting performance reviews and supporting professional development.
- Managed vendor and carrier relationships, negotiating service agreements to enhance reliability and cost efficiency.
- Strengthened client relationships by delivering customized logistics solutions and pricing strategies, consistently achieving revenue targets.
- Took initiative in leading cross-functional projects, process improvements, and system enhancements, supporting overall business growth in Bahrain's shipping sector.

- **Almoayed Wilhelmsen Port Services Ltd. W.L.L. (October 2019-March 2021)**

Designation: Logistics Coordinator

Job Responsibilities:

- Spearheaded end-to-end shipment operations, ensuring 100% on-time delivery across domestic and international routes.
- Negotiated and managed logistics partnerships, reducing transportation costs while maintaining high service reliability.
- Streamlined carrier performance monitoring and shipping documentation, achieving full compliance with regulations and company standards.
- Optimized inventory management, preventing stockouts and overstock, improving supply chain efficiency.
- Collaborated with cross-functional teams to synchronize logistics, driving seamless operations and enhanced delivery performance.
- Resolved complex logistical challenges, minimizing disruptions and maintaining strong customer trust.
- Delivered proactive, transparent updates to customers and stakeholders, boosting satisfaction and loyalty.
- Identified process improvements and implemented efficiency initiatives, reducing operational costs and turnaround times.
- Developed contingency plans for shipment delays, port disruptions, and supply chain constraints, ensuring uninterrupted operations.
- Strengthened client relationships through tailored solutions and rapid response to logistical concerns.

- **Al Faisal Group W.L.L. (February 2017 – March 2018)**

Designation: Business Development Executive

Job Responsibilities:

- Built and maintained strong client relationships across Bahrain and Saudi Arabia by understanding needs, resolving concerns, and delivering tailored solutions.
- Planned and executed strategic sales initiatives, consistently exceeding revenue targets and performance goals.
- Prospected and engaged new clients through multiple channels, expanding the customer base and driving business growth.
- Served as the primary point of contact for assigned clients, ensuring timely support, clear communication, and accurate guidance on products and company policies.
- Maintained accurate customer and sales records, ensuring compliance with organizational standards and reporting requirements.
- Monitored market trends and industry developments, providing clients with actionable insights to support informed decision-making.
- Identified revenue growth opportunities through upselling, cross-selling, and strengthening existing relationships, enhancing customer satisfaction and retention.

SKILLS

- Linguistic Proficiency: Fluent in Arabic, English, and Hindi with excellent written and verbal communication skills.
- Communication & Interpersonal Skills: Strong ability to convey ideas clearly, build relationships, and collaborate effectively across diverse teams and cultures.
- Technical Proficiency: Advanced knowledge of Logistics Management Systems & Microsoft Office Suite.
- Leadership & Team Management: Experienced in supervising teams, delegating tasks, and fostering a collaborative work environment.

AREA OF INTERESTS

- Global Logistics & Supply Chain: Passionate about optimizing supply chain processes, ensuring seamless operations, and driving cost efficiencies.
- Customer Relationship Management: Committed to enhancing customer satisfaction through effective communication and tailored solutions.
- Business Development & Sales: Enthusiastic about identifying growth opportunities, developing strategic partnerships, and driving revenue generation.

PERSONAL DETAILS

Date of Birth : 18th November 1993
Nationality : Bahraini
Marital Status : Single
Driving License : Full/Clean Driving License

DECLARATION

I hereby declare that the above furnished information is true to the best of my knowledge and belief.

(Sayed Sulaiman Shah)