

Hussain Mohammed

Logistics Operations & Freight Forwarding Manager

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AREAS OF EXPERTISE

Logistics Management

- Freight Forwarding (Air & Ocean) Operations
- Customs Clearance & Documentation
- 3PL Services & Storage Operations
- Vendor & Cost Optimization
- Customer Relations & Key Account Business Planning
- Business Planning
- Strategic Planning & Business Development
- Staff Training & Leadership
- Operational Efficiencies
- Express Transportation

Multi-Modal Logistics operations expert with vast experience in managing and implementing the operations of various customer-centric department Supply Chain Management like client's production, Freight Forwarding and Courier Services distribution & 3PL Storage Services and end to end in logistics industry.

Proven track record of strengthening the customer relations, maintaining the service quality while increasing the revenue. Known for taking decisive actions, problem-solving skills and ability to comfortably work of all levels. Experience in managing performance issues and motivating the staff at an individual and team level to achieve organisation goals.

Currently seeking a challenging and exciting managerial position which will make best use of my experience and skills for organizations goals and also allow me to enhance my personal and professional skills.

Major Achievements:

- Successfully managed end-to-end freight forwarding operations for high-value shipment, including custom clearance of Huawei Mobile Devices from China to Saudi Arabia ensuring timely delivery and compliance with all regulatory requirements.
- Led cross functional teams to streamline documentation, customs and shipment tracking reducing operational errors & enhancing overall efficiency.
- Successful expansion of the business in entire network.
- Optimized 3PL storage & warehouse operations, improving space utilization and reducing turnaround time for inbound and outbound shipment.
- Implement efficient courier distribution processes, enhancing delivery accuracy & customer satisfaction across multiple regions.
- Implemented [FTL] full truck load services and [LTL] less truck load services.
- Strengthened client relationships by providing tailored logistics solutions, resulting in increased repeat business and revenue growth.
- Established the government's project handling.
- Developed the new service packages for key account customers.
- Revenue increased from 35% to 75% within a period of 3 years.

Personal Skills

- Leadership & Team Mgmt.
- Decisiveness & Integrity
- Decision Making & Problem Solving
- Communication & Negotiation
- Time Mgmt. & Client Focus
- Collaboration
- Analytical Thinking
- Adaptability

CAREER HISTORY

Steady Routes Logistics Express Service Co. KSA

- Sept. 2014 to Aug. 2025
Logistics Operations Manager

Express Freight Forwarding Services Co. EFS. KSA

- Feb. 2013 to Aug. 2014
Team Leader Sales & Marketing

HatEx Int'l Transportation Co. KSA

- Dec. 2004 to Jan. 2013
Sales Manager
- Jan. 2003 to Nov. 2004
Sales & Marketing Supervisor

Responsibilities Operations:

- Managed end-to-end air and ocean freight forwarding operations including booking, carrier negotiations, scheduling, shipment tracking.
- Saudi Customs clearance processes using FASAH, SABER, and ZATCA systems, ensuring HS Code classification, duty assessment, and regulatory compliance.
- Handled complete import & export documentation – Commercial Invoice, Packing List, Air Waybill, Bill of Lading, COO, and Customs Declarations.
- Coordinated with customs brokers, port authorities, and shipping lines & airline agents to expedite clearance and avoid delays.
- Managed bonded warehouse activities for import/export shipments under Saudi regulations.
- Cost Control & Vendor Management, Negotiated freight rates with shipping lines, and vendors, achieving significant cost savings while maintaining quality service.
- Implemented cost optimization strategies to reduce freight, warehousing, and last-mile delivery expenses.
- Monitored operational budgets, expenditure, and KPIs to control costs and improve profitability.
- Directed 3PL warehousing operations, including inbound, storage, kitting, pick & pack, storage and distribution.
- Inventory accuracy, warehouse space optimization, and safety compliance across multiple facilities.
- Integrated WMS & SAP systems for efficient inventory control, order processing, and MIS reporting.
- Inventory Management, Maintain accurate inventory records including stock levels and expiry dates. Perform physical stock audits and resolve discrepancies.
- Warehouse Operations, Supervise receiving, inspection, and storage of incoming goods.
- Organize warehouse layout to maximize space utilization.
- Ensure proper labelling, packaging, and product handling.
- Team Leadership. Schedule, and manage warehouse staff including forklift operators and pickers.
- Conduct performance evaluations and ensure team motivation and productivity.
- Compliance & Safety, Enforce safety standards and ensure warehouse cleanliness.
- Ensure compliance with legal and regulatory requirements including necessary permits.
- Implement and maintain security protocols.
- Financial Oversight, Monitor warehouse expenses and manages the operational budget.
- Track invoices and purchase orders for budget alignment.
- Reporting & KPIs, Maintain operational records and generate data-driven reports and dashboards.

Languages Known

- English, Arabic, Hindi, Telugu and Urdu

Technical Skills

- MS Office (Word, Excel, Power Point, Access, Microsoft Outlook)
- SAP, WMS, MIS & Nevada Software Solutions

Education History

- EILM University, Sikkim, India
Bachelor Degree
Bachelor of commerce(B.Com)
- Wesley Collage
Hyderabad TG. India
- Wesley High School
Hyderabad TG. India

Personal Details

- DOB: Dec. 25. 1979
- Nationality: Indian
- Dependents: Spouse & 3 Children
- Driving License: Yes
- References:
Available On Request

- Time to time analysis on market competitors, prices, entire kingdom network pickup's and distributions services, as market requirements, to develop our business weaknesses for best level concert to achieve the customer satisfaction goals.
- Making operations budget plan for complete year, divided in to 12 columns and negotiation with finance, Customer service, HR, IT, & submit to G. M
- Working closely with the Finance, Facilities, IT, HR, Team Leaders.
- Making quarterly PR meeting presentation for board of directors, for Objectives, Achievements, Activities, and Next quarter objectives.
- Managing the customers complains based on customer service and sales team updates and feedback.
- Follow up with the insurance department for the customer shipment damage claims.
- Ensuring that inbounds & out bounds capacity and shipments average are continually planned for utilizing fleet 100% standard.
- Managing the fleet team according to the work load on the routes in the region.

Responsibilities Sales & Marketing:

- Manage and oversee daily operations of freight forwarding activities.
- Coordinate shipments, bookings, and documentation with carriers and agents.
- Ensure full compliance with customs, trade, and regulatory requirements.
- Monitor KPIs and operational performance, identifying areas for improvement
- Planning and executing the targets for sales and marketing teams.
- Developing new strategies to retain existing customers and revenue.
- Ensuring sales and marketing teams meeting Daily, Weekly and Monthly milestones for special arrangement requests of existing customers and planning operations of newly added customers.
- Reviewing daily customer receivables status meetings with team members and assigning the tasks.
- Building and maintaining strong and effective relationship with key account customers and suppliers.
- Designing the customized business contracts for key account customers based on their monthly business volume and invoices within the region.
- Liaise with clients to resolve operational issues and ensure exceptional service delivery.
- Excellent leadership, organizational, and problem-solving skills.
- Strong communication and negotiation abilities
- Ability to work under pressure and manage multiple priorities.
- Collaborate with finance on billing, cost control, and profitability
- Developed the new service packages for key account customers.
- Revenue increased from 35% to 75% within a period of 3 years