

OBJECTIVE

A professional Operation & custom clearance coordinator with expertise in logistics, transportation, customs clearance for 8 years, seeking a challenging position within a dynamic organization where I can leverage my expertise in logistics management, negotiation, and team leadership to drive operational efficiency, enhance customer satisfaction, and contribute to the company's growth and success. tending to create solutions, embraces changes in views and thoughts.

KEY SKILLS

- CUSTOM CLEARANCE
- LOGISTICS & OPERATIONS COORDINATION
- SUPPLY CHAIN
- IMPORT & EXPORT
- OPERATIONS MANAGEMENT
- SABER & SFDA

EDUCATION

Suez University - Egypt

Sep 2013

Bachelor's degree from faculty of commerce – accounting section

PROFESSIONAL EXPERIENCE

Clearance solution EST, Dammam, Saudi Arabia

May 2017 - now

❖ Branch manager

Tasks & Responsibilities

- Oversee all custom clearances operations, ensuring timely and compliant processing of import and Export shipments.
- Develop and implement strategies to streamline custom procedures, reducing delays and optimizing efficiency
- Lead and develop a skilled team, providing training and support to enhance their expertise in custom procedures and transportation management
- Handle escalated customer issues and implement solutions

❖ Operations manager

Tasks & Responsibilities

- Managed daily operations, customs clearance, and transportation logistics.
- Providing customers with additional information about import & export requirements, or explaining services.
- Handled customer needs effectively by solving customer disputes.
- Monitored changes in customs regulations and updated procedures accordingly

❖ Custom clearance coordinator

Tasks & Responsibilities

- Submitted customs documentation on time for import & export shipments, preventing clearance delays.
 - ensuring regulatory compliance Provided customer additional information or explain services.
 - Having experience in tariff and customs laws, rules, and regulations for the clearance of imported or exported goods
 - Created and maintained service reports.
 - Handled import and export shipments on Fasah system.
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ISLAM ABD ELMONEIM MOUSTAFA

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The Ocean for communication, Jeddah, Saudi Arabia

Aug 2016 – Mar 2017

❖ **Operation member**

Part of Operation team in Jeddah.

Tasks & Responsibilities

- Handled purchasing orders for the new products.
- check sales numbers on daily basis.
- Reported rivals' prices & activities regularly.
- Introduced the new products to the market and giving training to customers.

Jotun, Suez, Egypt

Jul 2013 –May 2015

Salesman

In-door sales, stock monitoring and shortages' reporting

Tasks & Responsibilities

- presented, promoted and sold jotun products.
- Achieved sales target and outcomes within schedule.
- Handled sales and collection processes.
- Supplied management with reports on customer needs, problems and their interests.

COURSES

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| • Certified management accountant (CMA PART 1)
American chamber of commerce –Cairo Egypt | Jun 2016 |
| • English conversation course
Ministry of defence institute- Suez Egypt | May 2014 |
| • ICDL certificate
USF institute, Suez Egypt | Jul 2014 |

PERSONAL INFORMATION

- Birth Date: 18 may 1992
- Gender: Male
- Nationality: Egypt
- Languages: Arabic and English
- Driving Licence: Saudi Arabia