

Wael Mohamed Abdelhamid

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PROFESSIONAL PROFILE

Operations Manager for Petroleum Services. An experienced Operations Manager specializing in marine services with a strong background in project management, environmental compliance, and team supervision. Proven ability to lead diverse teams, manage complex operations, and ensure compliance with international standards. Adept at fostering strong relationships with clients and stakeholders, driving operational efficiency, and delivering successful project outcomes.

KEY SKILLS

- **Sector Acumen:** In-depth knowledge of marine services operations, including ship bunkering and environmental management. Extensive experience in the automotive industry, particularly in vehicle acquisition, sales, and rental services.
- **Engagement & Requirements:** Effective communication and coordination with ship captains, port authorities, and stakeholders. Strong customer service skills developed through roles in sales and client management.
- **Project Governance:** Led deployment and operational management for significant projects, ensuring successful initiation and execution. Managed project timelines, resources, and objectives, contributing to project success.
- **Readiness, Delivery, Closure & Handover:** Supervised teams to maintain high safety and operational standards. Prepared comprehensive reports and documentation for transparency and accountability.

KEY ACHIEVEMENTS

- **Operations Management:** Successfully managed the bunkering of ships, minimizing downtime and ensuring efficient refueling processes. Implemented environmental compliance procedures, enhancing the company's reputation for sustainability.
- **Project Leadership:** Led the deployment of operations at Abukir, Dabaa, Gargoub, Manzala, Alexandria Port and Suez Canal ports, ensuring seamless integration with ongoing projects. Directed the expansion activities at Manzala and Suez Canal, achieving project goals within stipulated timelines.
- **Sales and Marketing:** Developed and executed marketing strategies for Elshamy Motors, driving sales and customer engagement. Negotiated favorable vehicle purchase deals, contributing to business growth.
- **Customer Service Excellence:** Maintained excellent customer relationships at Vodafone, ensuring client satisfaction and repeat business. Managed rental services efficiently, addressing customer concerns promptly and maintaining fleet readiness.

CAREER HIGHLIGHTS

Jan 2015 till Present – Alex Impex Petroleum Services Operations Manager for Marine Services

- Acted as the primary company representative during the bunkering of ships, overseeing the refuelling process to ensure efficiency and adherence to time frames.
- Coordinated with ship crews and port authorities to facilitate smooth operations, minimizing downtime for vessels.
- Managed the collection and disposal of ships' garbage and liquid waste, ensuring compliance with international environmental regulations.
- Supervised a team of technicians and workers, maintaining high safety and operational standards.
- Prepared daily reports detailing bunkering activities, waste collection processes, and overall project progress.
- Led deployment and operational management for projects at Abukir, Dabaa, Gargoub, Manzala, and Suez Canal.

October 2013 till Present – Elshamy Motors Owner and Cofounder

- Sales Leader, opportunity seeker
- Researched and identified potential vehicles for purchase to meet market demand.
- Developed and implemented marketing strategies to attract potential buyers.
- Managed online and offline advertisements, including social media promotions and listings on automotive websites.
- Engaged with customers, providing detailed information about vehicles, answering inquiries, and arranging test drives.
- Handled customer negotiations, facilitated the sales process, and ensured a smooth transaction experience.
- Managed a fleet of rental vehicles, ensuring they were well-maintained and available for customers.

April 2009 till September 2013 – Vodafone Egypt Store Team Leader

- Acting Store Manager
- Presented and sold company products and services to current and potential clients.
- Followed up on new leads and referrals resulting from field activity.
- Prepared presentations, proposals, and sales contracts.
- Developed and maintained sales materials and current product knowledge.
- Established and maintained client relationships, managing account services through quality checks and follow-up.
- Prepared status reports including activity closings, follow-up, and adherence to goals.
- Communicated new product and service opportunities to appropriate company staff.

May 2005 till Dec 2006 – SEDRAH Agency Company Shipping & Export Cargo

Logistics & Export Operations Coordinator

- Responsible for booking import and export shipments.
- Managed documentation and customer service, coordinating with shipping lines, trucking companies, and customs clearance.
- Arranged job files for all operations and prepared profit and loss reports for each job.

June 2004 till Sep 2004 – Barclays Bank Alexandria Direct Sales

- Dealt with customers and presented bank options.
- Checked new or renewed client subscriptions and organized sales progress reviews.

CREDENTIALS

- 2006: Alexandria University – Faculty of Law
- 2007: Microsoft Course.
- 2008: EGYPTIAN AMERICAN CENTER, General English.

Personal Information

Date/place of Birth: February 26, 1980 – Egypt
Citizenship: Egyptian
Marital Status: Married