



# Mohammad Abdul Raheem

## CONTACT

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## SKILLS

- Multitasker
- Operational Improvement
- Quality Control
- Process Management
- Operational Improvements
- Performance Tracking

## ADDITIONAL INFORMATION

- Iqama status: **Transferable**

## LANGUAGES

- Urdu:** Native language
- English:** C1  
Advanced
- Arabic:** B2  
Upper intermediate

## PROFESSIONAL SUMMARY

Organised and detail-oriented professional experienced in Operations and Fullfillment . Skilled in balancing schedules and solving timing, service and operational issues. Seeks out opportunities to improve and optimise Operational Activities , reliability and efficiency.

## EDUCATION

**Diploma:** Mechanical, 03/2017  
**ViVekananda Collage** - India

**Diploma:** C.E.C(Civics-Economics-Commerce), 03/2012  
**RD junior college** - India

## WORK HISTORY

**Team Leader(Last Mile)** 11/2023 - current  
**Altayer Logistics** - Riyadh, Saudi Arabia

- Coordinated daily tasks, ensuring smooth workflow within the team.
- Professionally handled difficult customer complaints and objections to maintain first-class customer service standards.
- Negotiated successful outcomes in challenging scenarios, demonstrating strong problem-solving skills.
- Achieved target Of 95% on time deliveries
- Maintained smooth-running business operations by delegating priorities to staff abilities.

**Operations Supervisor** 05/2019 - 10/2023  
**Majid Al Futtaim** - Jeddah, Saudi Arabia

- Oversaw order processing, expediting dispatch timescales.
- Managed stock inventory, ensuring timely fulfilment of customer orders.
- Directed team tasks for improved productivity and staff morale.
- Motivated and trained employees to maximise team productivity.
- Increased overall output through strategic planning and execution.
- Monitored supply chain and managed all logistics functions for company.
- Implemented safety protocols for a safer work environment.
- Improved service delivery with proactive problem-solving techniques.

**After sales supervisor** 03/2018 - 03/2019  
**Talwar Auto Garages Pvt Ltd** - Warangal, India

- Collected customer and market feedback and reported information to company leadership.
- Managed customer queries to improve overall service experience.
- Audited team outputs and service delivery to achieve Quality Assurance goals.

- Delivered excellent customer service by addressing and resolving issues promptly.

**Floor Supervisor**

11/2017 – 02/2018

**Limra paper products** – Warangal, India

- Delegated tasks effectively, maximising employee skill utilisation.
- Maintained inventory levels, reducing instances of out-of-stock items significantly.
- Improved team morale by implementing a positive feedback system.
- Liaised between management and staff for better transparency and trust-building.
- Handled customer complaints, leading to higher satisfaction levels.