



# Shadi Essam Alkhateeb

Eastern Province, Khobar – KSA

shadi@alkhateeb.co / seaprince46@msn.com  
+966 537133713 / 536868861 / 138062469

## Management Profile: Logistics & Supply Chain/ IT/ General Administration/ Support Services

**Inbound Market Logistics Operations ~ Copack Planning ~ Inventory Management ~ Stock Count Process & Reconciliation ~ General Administration ~ Vendor Interaction ~ Stock Disposal Management ~ Contract Management ~ Policy Implementation ~ Compliance Management ~ Warehouse Operations ~ IT Infrastructure Management ~ Client Interaction ~ Liaison & Coordination ~ Team Leadership**

***Certified International Supply Chain Professional (CISCP) & Certified International Supply Chain Manager (CISCM) with Intermediate University Certificate in Information Technology, possessing 14 years of experience in IT, Supply Chain, Logistics, General Services, Support Services, Procurement and Administration across diverse organizations, seeking challenging managerial assignments with a professionally managed organization***

### SUMMARY

- ↪ **Logistics & Supply Chain:** Proven ability in coordinating activities related to supply chain and logistics encompassing requisitioning, transport, receipt, storage and issue of goods. Skilled in minimizing business impact and maintaining delivery schedules through end to end management of cargo operations
- ↪ **IT Management:** Maintain organizational effectiveness & efficiency by defining, delivering and supporting strategic plans for implementing information technologies; Proficient in preservation of assets by implementing disaster recovery, back-up procedures, information security and control structures
- ↪ **Service Delivery Management:** Skilled in spearheading multiple managerial functions/ activities in a high pressure environment, identify/ prioritize tasks at hand and meet deadlines. Proficient in review of deliverables prior to passage to clients and implementation of methodologies for enforcement of organizational standards
- ↪ **Team Leadership:** Evaluate team performance and provide productivity enhancement feedback. Groom & mentor team members in enhancing client satisfaction by effectively resolving issues and providing superior service quality
- ↪ **Personal Attributes:** High mentoring ability turning mediocre performers into high performing, dedicated performers. Significant contributor to organizational development, growth and strategic decision making processes utilizing outstanding management and motivational abilities

## Professional Experience

**Tecnicas Reunidas Group, Khobar - KSA ~ Jul 2007 till date**

**Logistics Coordinator (Tecnicas Reunidas Saudi for Services & Contracting Co. Ltd), Khobar – KSA ~ Nov 2013 till date**

### Job Profile

#### Logistics Management

- Involved in end to end management of activities related to freight forwarding, customs, traffic, transportations and international shipment for ARAMCO & SABIC projects (Satorp, Sadara, Manifa , Petrokemya, Kemya & Jazan)
- Manage booking, incoterms and ensure compliance to custom procedures pertaining to local, national and international freight
- Optimize resource utilization by planning routes & load schedules for multi-drop facilities
- Participate in crime & loss investigations for missing stocks/ loads. Conduct checks and maintain updated documentation based on statutory parameters

#### Policy Implementation & Compliance

- Ensure compliance to organizational security requirements by implementing security and alarm systems across the premises
- Implement & ensure compliance to health & safety laws pertaining to storage/ movement of heavy goods
- Set up/ align logistics procedures to organizational requirements

#### Administrative Functions

- Interact with customers for booking in deliveries followed by updating details of resources/ movements on the transport planning system
- Follow up with partners & subcontractors for maintaining seamless operations and material delivery schedules
- Coordinate activities of administrative/ logistics personnel including security guards and van drivers based on business/ operational requirements
- Follow up with package engineers for protecting freight during transportation to minimize demurrages

#### Client Relationship Management

- Assist the sales team & customers in resolving service requests/ issues aimed at enhancing customer satisfaction
- Build/ maintain productive business relationship with existing clients & prospects for effectively closing identified business deals

#### Other Activities

- Ensure compliance to quality parameters across the distribution process by conducting quality audits on inbound process as well as co-packing process followed by reporting/ documenting quality incidents
- Evaluate periodic co-packing/ annual capacity including contingency plans based on anticipated risks and high seasonal periods
- Assist the finance team in evaluating discrepancies in reconciliation prior to presenting data with discrepancy root cause analysis to external auditors

**Logistics Coordinator (Tecnicas Reunidas Gulf Co. Ltd), Khobar – KSA ~ Jul 2011 – Nov 2013**

### Job Profile

#### Logistics Operations

- Managed transportation & travel logistics encompassing transportation, booking, hotel and insurance for ARAMCO & SABIC projects (Satorp, Sadara, Manifa, Petrokemya Kemya & )
- Maintained regular interaction with travel agency, hotels, offices, insurance and compounds based on business as well as operational requirements
- Coordinated activities related to accidents, replacement and documentation for a fleet of 420 vehicles across the kingdom
- Followed up with suppliers pertaining to procurement & delivery of building materials across construction project sites

## **Administrative Functions**

- Managed administrative aspects related to travel, processing payment reimbursements/ confidential paperwork
- Maintained seamless operations by effectively managing client/ provider requests, interacting with logistics functions like transportation, maintenance and warehousing
- Defined/ implemented logistical plans, policies, and procedures necessary to support logistics areas of supply, transportation, maintenance and services

## **IT & General Services Assistant (Tecnicas Reunidas Gulf Co. Ltd), Khobar – KSA ~ Jul 2007 – Jun 2011**

### **Job Profile**

#### **IT Management**

- Rendered IT & general services support to ARAMCO & SABIC projects (Satorp, Kayan, Manifa)
- Involved in setting up networks, servers and internet satellite for Khobar Office as well as projects like Kayan, Satorp & Manifa
- Focused on maintenance & follow up of computers & printers in head office, connectivity/ configuration of Cisco IP phones and configuration of exchange server e-mail
- Managed testing, training & implementation of Glory System (HR & ERP) for Head office and Kayan project
- Developed/ implemented new programs for suppliers invoice system payments follow up
- Maintained updates of new suppliers in online system. Updated Glory system for new employment offers, increments and status changes across assigned projects

#### **Administrative Functions**

- Prepared/ presented IT related purchase orders for Khobar Office as well as projects like Kayan, Satorp & Manifa
- Functioned as point of contact between projects & STC for maintaining updated status of mobile connections
- Coordinated activities related to distribution of mobile bills across project sites
- Drafted/ presented cargo & shipments letters for projects to be approved by the chamber of committees prior to release of shipments to projects
- Followed up on supplier invoices to be updated in the account online system
- Managed translation of English contract to Arabic language

## **Alkuhaimi Metal Industries Ltd., Dammam – KSA ~ IT & Support Services Coordinator ~ Jun 2001 – Jul 2007**

### **Job Profile**

- Coordinated activities related to setting up LAN/ WAN including setting up, configuration and maintenance of servers/ software
- Involved in analysis, design, setting up, configuration & maintenance of Windows NT 4.0, Windows2000
- Evaluated system performance and maintained daily server back up
- Managed logistics related to 65 vehicles around the Kingdom
- Worked on shipments and customs clearance based on business as well as operational requirements

## **Credentials**

### **Education**

- **Intermediate University Certificate in Information Technology**, Palqa University, Jordan 2001
- **Diploma in Information Technology**, Arab Community College, Jordan 2001

### **Professional Development**

- Certified International Supply Chain Professional (CISCP)
- Certified International Supply Chain Manager (CISCM)
- Various logistics and Supply Chain Seminars

## Technical Skills

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- Installation, configuration & troubleshooting of Windows Servers & Networks
- VB.NET, Visual Studio 6.0, Visual Studio Application (VBA): Programming in MS Office
- MS SQL Server 7.0, 2000, 2005
- Microsoft Office (Word, Excel, Access, PowerPoint, FrontPage, Outlook)
- HTML, JavaScript, PHP

## Personal Details

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- **Date of Birth:** 11<sup>th</sup> September 1979
- **Languages Known:** English and Arabic
- **Nationality:** Jordanian
- **Passport Details:** L188768 valid till 2021
- **Visa Status:** Transferable Saudi Iqama
- **Reference:** Available on Request