

Hossam Mohammed Abdel Aziz El-Meligy

Al-Warqaa1-Dubai-UAE
Mobile : +971 564728947
E-Mail : hossam.elmeligy@yahoo.com

Date of birth :14/07/1990
Nationality :Egyptian
Marital Status :Married

OBJECTIVE

A career opportunity in the field of E-Commerce in a well-structured multinational organization where I could further enhance my experience and interpersonal skills.

EDUCATION

- Tanta University- Egypt.
- Faculty of Commerce (Accounting department).
- Graduation year: 2011
- Grade: passed.

SKILLS

Computer Skills:

- Excellent knowledge of windows / internet skills.
- Excellent knowledge of Excel / Word/ Power point.

Language Skills:

- Native language: Arabic
- English: Excellent (Reading / Writing / Speaking)

Other skills:

- Holding a certification with distinction of (Hygiene and examination) from Dubai municipality (Food safety department) Person in charge (PIC 2).

Personal Skills:

- Ability to handle and work under pressure and meet deadlines.
- Team-work and communication skills.
- Flexibility and leadership skills.
- Attention to detail.
- Enthusiasm and Boldness.
- Initiative and willingness to learn.

EXPERIENCE

- United Arab Emirates

- Since October 2021 till Present:

Operations Team leader at Carrefour E-Commerce fulfillment team (Dubai festival city store):

- 1-Manage the day to day e-commerce operations and covering all aspects of order fulfilment.
- 2-Lead picking, dispatch and last mile teams to ensure all activities are performed effectively and seamlessly.
- 3-Ensure coordination of operations team, commercial team and IT.
- 4-Monitor the production of KPI's and work continuously for improving it.
- 5-Manage the e-commerce operations in compliance with policies established by carrefour.
- 6-Contribute to the internal communication of the company strategy and objectives.
- 7-Manage customer service function with in the store, manage cash handling process.
- 8-Conduct daily team briefs to keep team fully engaged.
- 9-Act promptly on voice of customers reports, take actions if required in compliance with the organizational policies.
- 10-Ensure measures are taken to load goods on-time as per schedule defined by last mile department.
- 11-Quality control by making sure goods are packed properly inside crates to avoid any damages and complaints from customers.
- 12-Adequate actions taken to maintain the cold chain of goods inside operation and proper segregation of goods in delivery crate.
- 13-Accuracy of the delivery quantities with quality control audit in order to prevent and curb the loss.
- 14-Guarantee a clean and organized fulfilment area.

- From April 22nd 2020 till October 2021:

Operations supervisor at Carrefour E-Commerce fulfillment team (Dubai festival city store):

- 1-Manage the day to day e-commerce operations and covering all aspects of order fulfilment.
- 2-Lead picking, dispatch and last mile teams to ensure all activities are performed effectively and seamlessly.
- 3-Ensure coordination of operations team, commercial team and IT.
- 4-Monitor the production of KPI's and work continuously

for improving it.

5-Manage the e-commerce operations in compliance with policies established by Carrefour.

6-Contribute to the internal communication of the company strategy and objectives.

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13-Accuracy of the delivery quantities with quality control audit in order to prevent and curb the loss.

14-Guarantee a clean and organized fulfillment area.

- From September 15th 2018 till April 21st 2020: E-Commerce operations Administrator at Carrefour E-commerce fulfillment team (Ajman store):

1-Review operational dashboard and plan pick trips.

2-Assign put away area's as per delivery slots.

3-Ensure all orders are picked 1 hour before the schedule of delivery slot.

4-Facilitate the job of master picker by checking stock movement via system for the non-available items.

5-Prepare and provide reports (performance and productivity) to shift supervisor and operations manager.

6-Continuously monitor operational dashboard and ensure mistakes by the picking team are rectified promptly.

7-Ensure the last mile carriers have received all orders and dispatched timely.

8-Ensure all required tools for picking are ready and available before the start of the shift.

9-Report issues with the system and follow up to ensure picking is not delayed.

10-Assign other duties when asked to the pickers during down time to ensure all staff members are fully utilized.

- From October 15th 2017 till September 14th 2018: I have worked as a Cashier at Carrefour (Ajman store).

- **Egypt**

- From January 2016 till August 2017: I have worked as an accountant at (Abdel-Fatah Kholif Co. for construction materials).
 - From February 2014 till November 2015: Cashier at (Metro Hypermarkets).
 - Starting from January 2013 till January 2014: Cashier at (Fathallah Supermarkets).
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