



Fuad Mohammed Ismail

Transportation Supervisor

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- Transportation Supervisor with over 7 years of successful experience in delivery of FMCG "Mondelze and Nestle" & medical equipment "Roche -, Medtronic, Nestle NHS, and Sanofi." Recognized consistently for performance excellence and contributions to success in delivery. Strengths in Planning and Coordination backed by training in Tamer Academy.
- Excellent reputation for resolving problems and improving customer satisfaction.
- Results-driven logistics professional offering strong blend of customer service and shipping experience. Skilled in overseeing safe and proper transportation of foods & medical materials, including keep required temperature for the products on shipping until delivered.

Work History

2014-02 - Current

Transportation Supervisor

Tamer Logistics, Jeddah, Jeddah

- Applied interpersonal and customer service skills in serving as point of contact for customers and our team.
- Monitored and maintained high level of on-time delivery reliability service and performance.
- Implemented cross dock for remote area with our Tamer branch's in Riyadh, Dammam and Abha to faster delivery.
- Oversaw transportation around 20 trucks "van, dyna and trailers" daily by coordinating personnel and developing efficient routes and workload schedules.
- Maintained compliance with DOT regulations, accurately documenting driver qualifications, permits and equipment information.
- Managed all aspects of daily delivery, including routing, driver supervision and DOT compliance.
- Planned and oversaw third-party shipments, managing stakeholder relationships and contracted rates.
- Determined most effective mode and routing of materials to customer locations and company facilities.
- Identified appropriate travel routes in accordance with applicable traffic and bulk cargo transportation laws, regulations, protocols and guidelines.
- Verified that drivers completed required safety training and attended quarterly driver safety meetings.
- Allocated equipment to meet transportation and operations financial goals.
- Demonstrated tasks to new hires and assigned to experienced workers for further training.
- Maintained and verified time, transportation, financial, inventory and personnel records.
- Verified that drivers transported loads safely and complied with state DOT laws.
- Planned and established transportation routes, work schedules and assignments.
- Managed and updated database detailing important information such as using OTM & TMS system.
- Provided timely transportation of diverse clients to healthcare facilities.
- Resolved maintenance and repair issues for vehicles and equipment as coordinate with maintenance team.
- Researched affordable transportation methods and performed safety audits on equipment.
- Optimized compliance with state and federal regulations related to shipment of

- FMCG and medical equipment.
- Arrange equipment "forklift, labors" as required for offloading at sites.

2009-03 - 2014-01

Reservations Coordinator

Alma Al Jazeera, Jeddah, Makkah

- Offered appropriate reservation options based on expected attendees when coordinating events.
- Suggested various packages and amenities to guests, helping each find perfect accommodations to fit personal needs.
- Arranged for group hotel bookings in collaboration with sales department for weddings and special events.
- Prepared customer invoices, accepted payments and processed refund and cancellation requests.
- Worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Maintained excellent attendance record, consistently arriving to work on time.
- Managed and closed reservation calls to increase bookings by maintaining strong knowledge of resort products, services and facilities.



Skills

On-Time Delivery	■ ■ ■ ■ ■
Route Navigation	■ ■ ■ ■ ■
Loading & shipping schedules	■ ■ ■ ■ ■
Logistics functions	■ ■ ■ ■ ■
Delivery issues resolution	■ ■ ■ ■ ■
Emergency shipments	■ ■ ■ ■ ■
Reports	■ ■ ■ ■ ■
Fleet Management & Logistics	■ ■ ■ ■ ■
MS Office	■ ■ ■ ■ ■
Communications	■ ■ ■ ■ ■



Education

1995-01 - 1998-01

High School Diploma

Industrial High School - Yemen



Accomplishments

- Supervised team over of 35 staff members & drivers.
- Used Microsoft Excel for dispatch report & tracking proof of delivery (POD's).
- Used oracle transportation management (OTM) for drivers manifest.
- Zoning cities into 4 zone to facilitate the fast delivery to customers.



Software

OTM	■ ■ ■ ■ ■
TMS	■ ■ ■ ■ ■
Excel	■ ■ ■ ■ ■
Outlook	■ ■ ■ ■ ■



Languages

English
Arabic



Certifications

2020-11	Product Safety training course - Online
2020-05	Security awareness training course - Online
2020-03	Course on Corona Virus by WHO - Online
2019-11	Microsoft Excel– Al-Khaleej- 1 Day
2019-09	English course – Berlitz - 3 Weeks
2018-03	Microsoft Excel– Tamer Academy - 4 Days
2017-11	Leadership training - Tamer Academy – 1 Week
2017-06	English course – British council – 1 Month



Interests

Development
Challenges
E-Commerce