

Moataz bashier

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PROFILE

Experienced logistics professional with a proven track record of optimizing supply chain efficiency, coordinating shipments, and field operations, and driving monetization through key performance indicators. Skilled in reducing costs and enhancing overall customer experience. Additionally, possess freelance experience in customer service, photography, videography, and editing.

WORK EXPERIENCE

Egyptian European maritime company, Egypt

2021 - 2023

- Conducted boarding of vessels at marine facilities and mid-stream locations
- Orchestrated the reception and transportation of commercial ships
- Oversaw ship operations as a Supervisor within the Traffic Department at Alexandria Sea Port
- Facilitated seamless operations by collaborating with all departments and managing interactions with foreign vessels

Azov egypt , Egypt

2020 - 2021

- Managed project timelines, reducing delivery times
- Coordinated the reception and transportation of commercial ships
- Ship Supervisor within the Traffic Department at Alexandria Sea Port. Facilitates.
- seamless operations by liaising with all departments and managing interactions with foreign vessels

Customer service , Sutherland , Egypt

2018 - 2019

- Provided exceptional customer service by handling inquiries, resolving issues, and providing information to customers over the phone
- Managed inbound calls from customers seeking support or information
- Conducted outbound calls for sales, surveys, and other purposes

Sales Associate colthes brand , falcon , Egypt

2017 - 2018

- Engaged directly with customers to facilitate their purchasing decisions, address product inquiries, and deliver exceptional customer service.
- Executed the creation of visually captivating displays within retail spaces to enhance product visibility and attract customers.
- Managed inventory levels, restocked shelves, and organized merchandise in the backroom to ensure efficient operations.

Marketing and Sales Executive E-Marketing

2017

- Uploaded and managed company Instagram accounts related to the sells of company products.
- Contacted client sot arrange the purchase and delivery for company products.

- equip home chefs and culinary enthusiasts with the highest quality tools and gadgets to enhance their cooking experience.
 - help customers find the perfect tools for their needs and preferences.
 - convenient ordering options and reliable delivery services.
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EDUCATION

General | management information systems
Alexandria University
ALEXANDRIA, EGYPT

11/2017 – 09/2020

SKILLS

- microsoft (Professional)
 - Adobe Suite (Professional)
 - team player (Professional)
 - logistics (Professional)
 - supply chain (Professional)
 - xcellent communication (Professional)
 - Inbound & Outbound Call Management (Professional)
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LANGUAGES

- ENGLISH (full)
- ARABIC (native)

COURSES

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| • strategic customer service with RPA & AI | 2024 |
| • supply chain & logistics | 2024 |
| • Participation in Android Development track
(1 Million Arabs coder initiative and Udacity) | 2020 |
| • United Nations HUMAN RESORC | 2019 |
| • ICDL microsoft programs | 2018 |
| • Training as a Librarian at the Faculty of Arts, Alexandria University. | 2016 |