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✓ **SUPPLY CHAIN PROFESSIONAL.**

✚ **Profile :**

Supply chain professional with 15 years' extensive experience in C.S, shipping and warehousing, route management, staff supervision, sales support, resolve customer problems & complaint, client relations. Proven track record in planning, coordinating, improving, and establishing quality standards.

✚ **Education :**

Imam Mohammed bin Saud University ( Business Administration) 2012 – 2016

General Secondary Certificate (Natural Division) 2003 – 2004

✚ **Skills :**

✓ Team Work, Leadership, Work under pressure, Shipping Plan, Customer Relation, MS Office and SAP System.

✚ **Training Courses:**

- ❖ Dec-2018 Certified Supply Chain Professional ( CSCP )
- ❖ Oct-2018 Project Management Professional
- ❖ Oct-2017 Problem Solving and Decision Making
- ❖ Oct-2017 Principles of Effectiveness
- ❖ Aug-2017 Behavior Based Safety (BBS)
- ❖ Nov-2016 Team Building Workshop
- ❖ Jun-2016 SAP Governance, Risk Management & Compliance
- ❖ Feb – 2013 Risk management in supply chain & Logistics.
- ❖ Sep - 2012 Strategic management and planning in the integrated logistics business.
- ❖ Apr - 2012 Supervisor Skills.
- ❖ Nov - 2010 Distinguished Service.
- ❖ Oct - 2009 Effective Communication Skills.
- ❖ Jun - 2009 English language, King Fahad University.
- ❖ Feb - 2008 Internal Auditor Certificate (9000:2000 Series Standards).
- ❖ Sep - 2007 English language, American Cultural & Educational Center.
- ❖ Apr - 2006 Arabian Development Institute:How to use computer in office works.
- ❖ Feb - 2005 AI-alamiah Institute :Principal of computer network Introduction in Internet.
- ❖ Mar - 2005 Abdulkadir Almohaidib & Sons Center: Course in customer services.
- ❖ Mar - 2004 New horizon Institute: Microsoft XP .
- ❖ Mar - 2004 Classical Institute for Technology Studies: Introduction of Microsoft Word.

## Experience:

*TASNEE (National Industrialization Company)*

*2013–Present*

### **Logistics Supervisor**

- ❖ Supervision employees & contractors within the department.
- ❖ Liaising with vendors or 3PL on ordering of supplies for the department also evaluate & report their performance.
- ❖ Actively suggested and implemented operational improvements to enhance quality and service as well
- ❖ Prepare work plan and expedite workflow.
- ❖ Reviews KPIs on a daily basis to ensure required actions are taken to keep the performance and KPIs figures within the target.
- ❖ Take appropriate action and changes to resolve customer problems & complaint, support sales, marketing and purchasing to resolve supply issues.
- ❖ Assist department manager by identifying work procedures and proactively alert on expected issues.
- ❖ Maintaining the smooth operation of a fast-moving environment.
- ❖ Responsible for the day to day management of people within the warehouse function, to ensure company's targets and objectives are met to meet customer requirements.
- ❖ Control and organize storage and inventory space.
- ❖ Continuous improvement within the warehouse.
- ❖ Act independently at the organizational level.
- ❖ Provide a safe working environment, adhering to Health, Safety and Environmental procedures and ensuring they are understood and practiced by the team at all the times.
- ❖ Build team philosophy and cultivate a team atmosphere by working with the team to achieve the company's objectives.

*( Nalco Saudi CO.LTD )*

*2006–2013*

### **C.S & Logistics Supervisor**

- ❖ Manages the following operations: order receipt, customers and sales communications, order processing, and order confirmation process.
- ❖ Assists customer personnel, sales, marketing and purchasing to resolve supply issues, including direct dialogue with the customer.
- ❖ Reviews KPIs on a daily basis to ensure required actions are taken to keep the performance and KPIs figures within the target. Proactively alert department manager on expected issues.
- ❖ Manages rush orders requests with customers/sales by proactively aligning with supply chain resources.
- ❖ Coordinates contract review process and ensures Nalco readiness to fulfil its commitments from Logistics perspective.
- ❖ Manages orders shipping through direct supervision of the Shipping Reps. Acts as the prime interface with Nalco customer service in issues related to shipping and distribution operations.
- ❖ Manages all the procedures and tasks under the process “Manage Deliveries and Invoices – Ship & Bill”.
- ❖ Manages Nalco Saudi’s Fleet of trucks, bulk tankers and to ensure the fleet readiness to deliver and fulfil customer requirements. That includes managing the maintenance activities needed to maintain the fleet at an optimum condition.
- ❖ Leads investigations into non-conformances to ensure timely corrective action measures are taken and preventive actions are planned. Manages ( Customer Quality no.1 ) CQ1 related issues.
- ❖ Promote safe work practices within the delivery specialists group and follow Nalco Saudi’s Health and Safety procedures.
- ❖ Arrangement of necessary repairs in order to restore service and schedules.

- ❖ Relay work orders, messages, and information to or from work crews, supervisors, and field inspectors. Confer with customers and supervising personnel in order to address questions, problems, and requests for service or equipment.
- ❖ Prepare daily and weekly work and run schedules.
- ❖ Receive or prepare work orders.
- ❖ Organize and manage deliveries to customers using Nalco Saudi fleet or 3rd party contractors.
- ❖ Optimize Nalco Saudi fleet usage, including utilization studies, and suggest improvements/additions to the capability.
- ❖ Liaise with Customer Service and Production Planning to schedule deliveries.
- ❖ Oversee all communications within specifically assigned territories.
- ❖ Monitor personnel and/or equipment locations and utilization in order to coordinate service and schedules.
- ❖ Record and maintain files and records of customer requests, work or services performed, charges, expenses, inventory, and other dispatch information.
- ❖ Determine types or amounts of equipment, vehicles, materials, or personnel required according to work orders or specifications.
- ❖ Order supplies and equipment, and issue them to personnel.
- ❖ Study and suggest best delivery options to new projects/start-ups.

*(Saudi Arabian Paints CO.LTD)*

*2004 – 2005*

**Customer Service Coordinator**

- ❖ Client Support
- ❖ Receiving the purchase orders related to clients and entered into computer by Oracle program ERP.
- ❖ Identifying the materials for clients through in coordination with production division.
- ❖ Carry out all invoices and receipts documents by Oracle program ERP.
- ❖ Coordination between companies purchasing managements to deliver the material in specifies time.
- ❖ Perform general clerical duties to include but not limited to: photocopying, faxing, mailing, and filing.
- ❖ Maintain hard copy and electronic filing system.
- ❖ Compose, type, and distribute meeting notes, routine correspondence, and reports.
- ❖ Greet visitors and callers, handle their inquiries, and direct them to the appropriate persons according to their needs.
- ❖ Provide services to customers, such as order placement and account information.
- ❖ Order and dispense supplies.
- ❖ Minute-taking experience, if this is not being delegated to staff .
- ❖ Nolan's seven principles of public life: selflessness, integrity, objectivity, accountability, openness, honesty and leadership.