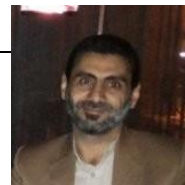


# Osama Al Batrikhi



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Achievement-driven professional, offering extensive experience in managing overall **operations** with significant reduction in costs and timelines; targeting senior-level assignments with a reputed organisation, preferably in **Saudi Arabia**

## PROFILE SUMMARY

- Dynamic career of **nearly 22 years** in **Stock Management, Warehousing and Distribution, Customer Service, Logistics and Supply Management** for **FMCG** sector
- Headed warehouse team & obtained timely delivery of materials at favourable terms to ensure smooth warehouse operations; ensured **optimum inventory levels** to avoid out of Stock situation; implemented warehouse rationalisation strategies to optimise distribution network & reduce complexity & costs
- Ensured adherence to store SOPs, conducted regular audits and complied with all **legal requirements / licenses** for the warehouse; maintained physical condition of warehouse by **capacity planning** and implementation of new design layouts along with repair and requisitions for replacement
- Provided logistical support for inventory control stores & shortage management; managed supply chain for distributing goods in warehouse to end users for achievement of targets within specified parameters
- **Cost Savings Specialist**: formulated innovative strategies & displayed effective negotiation proficiency to consistently ensure cost effective operations across the distribution channel (based on demand forecasts)
- Passionate about constant improvement – excellent leadership, organization, and people management skills; expertise in using **Warehouse & Inventory Systems (SAP, WMS)**

## CORE COMPETENCIES

Warehouse Management  
Distribution Management  
Logistics Management  
Stock / Inventory Management  
Fleet Management

Customer Service  
Demand and Supply planning  
Compliance Management  
Supplier Management

Reporting & Documentation  
Budgeting & Forecasting  
Cost Optimisation  
Training & Mentoring

## ORGANISATIONAL EXPERIENCE

**Best Support Services – KSA**  
**Logistics Manager**

Apr'18

**SUNBULAH Group – KSA**  
**Warehouses, Customer Service and Distribution Manager**

Aug'10 – Aug'18

### Responsibilities:

- Managing all WHs (**Main Wh and DCs 7 regions**) in the Country.
- Managing needed resources, WHs capacities, Capex, delivery trucks and manpower (**200+ employees**)
- Ensuring WHs and Operation are meeting HSE requirements and government regulations
- Meeting customers' demand and satisfaction within agreed SLAs
- Stock replenishment from main WH to DCs
- Daily distribution plan and delivery to end Customers in all Regions.
- Ensuring correct inventory level.
- Implementation of SOPs and GWP
- Preparation of budget for upcoming fiscal year; analysed and controlled expenses vs. approved budget
- Evaluating new suppliers of WHs, trucks and causal labour
- Review and approve supplies' contracts.
- Season Preparation
- Conducted periodical data analysis & feasibility study to improve operation and reduce the OPEX

### Highlights:

- Ensured smooth movement of stock from Plants to Main WH then DCs.
- Increased Customers' Delivery Efficiency KPI in all Regions.
- Increased inventory accuracy KPI in all regions.
- Redesigning Trucks boxes to cater for Frozen, Chilled and ambient FGs.

- Costs reduction.
- Designed layout of newly launched WHs,
- Implementation of E-Disposal System
- Implementation of centralized system to control day-to-day WH distribution & deliveries
- Controlled delivery rejection, refusals KPI, root cause,
- Auto calculation of Drivers' trip allowance
- Developed KPI Dashboard to monitor and evaluate target vs. achievement
- Implemented Achieving systems in the Dept. to ensure proper documentation of receipts & invoices

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## PREVIOUS EXPERIENCE

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<b>AXIOM Telecom, KSA</b>	<b>May'08 – Oct'08</b>
<b>Country Logistics Manager</b>	
<b>AXIOM Telecom, UAE</b>	<b>Nov'07 – May'08</b>
<b>Deputy Logistics Manager</b>	

- Warehouse, inventory & fleet management.
  - Demand and Supply Management of Wholesale, Retail, Van and EDD customers.
  - Daily Distribution plan.
  - Budgeting & Cost effectiveness
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- Reduced 90% of defective stock through implementation of supplier claim sys, which was later followed in all OPCs
  - Fixed the warehouse layout to gain more storage capacity
  - Reorganized the fleet to meet the agreed Customers delivery lead-time
  - Increased distribution efficiency, pick accuracy, inventory KPIs, security and safety
  - Controlled Defectives and established the Supplier Claiming System
  - Implemented the corporate SOP and warehousing best practices

<b>NESTLE, Jordan</b>	<b>Dec'04 – Jul'06</b>
<b>Warehouses and Distribution Manager</b>	

- Managed pipeline and incoming shipments,
- Managed Inventory of Nestlé's own WH, Bonded WHs, and at 3PL warehouses
- Administered Warehouse & Distribution Center's day-to-day operations and transactions (inbound & outbound)
- Ensured customer deliveries within agreed lead-time and in accordance with outbound schedule
- Managed transportation (physical distribution), Nestle Own Warehouse & Third Party Logistics Service Provider (FDC & VDC)
- Designed Inventory Reconciliation Process which increased inventory by 25%
- Prepared Third Party Suppliers Agreement
- Implemented Material Handling Best Practices and developed resources for SAP implementation
- Launch of new WH.
- Steered complete automation of the workflow and reporting system

<b>BRIGHTPOINT, Jordan</b>	<b>Jun'03 – Jul'04</b>
<b>Logistics Manager</b>	

- Monitored and managed pipeline and incoming shipments.
- Managed Authenticaed stock level.
- Managed warehouse and 3PL; identified and updated ISO and workflow procedures
- Managed Daily Deliveries worth of approximately \$ 1M and attained \$ 30M monthly distribution
- Ensured meeting of 100% Inventory KPI and achieved 100% Inventory Accuracy during the whole project span.
- Designed and Developed 2 systems to manage 3PLs (DHL & Brinks); followed up for all incoming and outgoing products

<b>OLE Automotive, BMW, Rover &amp; Landrover, Jordan</b>	<b>Feb'99 – Apr'03</b>
<b>Assistant Parts Manager</b>	

Spare parts demand and supply planning, Inventory and stock Management, Costing and Pricing, Warehouse and Inventory management, warranty claims and credits, Updating Spare part numbers, Tenders and Reporting. Managed Royal Palace Spare Parts Inventory.

Managed Stock and inventory level. Spare Parts ordering and ensure low level of obsolete items and having optimum level of spare parts. Calculation of sell factor, Cost Factor and markup. Categorized Spare parts based on Price and Speed.

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**ACADEMIC DETAILS**

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- M.A. (Honors) – Economics from University of Sindh, Hyderabad, Pakistan in 1995
- B. A. (Honors) – Economics from University of Sindh, Hyderabad, Pakistan in 1994

**Other Courses**

- Learning for Excellence Diploma – Stock Management 1 - Rover & Unipart Company – UK in Feb'97
- Learning for Excellence Diploma – Stock Management 2 - Rover & Unipart Company – UK in May'97

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**IT SKILLS**

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- MS Office
- Advance Excel, Access and SQL
- WMS & SAP

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**TRAININGS ATTENDED**

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- Performance Management Development at Nestlé in May'06
- Breakthrough to Peak Performance at British Council in Mar'06
- Performance Management Development System at Nestlé in Jan'05
- Personal Effectiveness at British Council in Dec'04
- Materials Handling – Nestle Middle East at Nestlé
- The Bullet Proof Manager at Crestcom
- Driving Growth through Innovation at Robert B. Tucker in Apr'15
- High Impact Presentations at Dale Carnegie in Apr'13
- Effective Interviews at Sunbulah in May'12
- Problem Solving and Decision Making at Sunbulah in May'12

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**PERSONAL DETAILS**

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**Date of Birth:** 1970  
**Languages Known:** Arabic, English and Urdu  
**Permanent Address:** Dammam, KSA  
**Nationality:** Jordanian  
**Passport Details:** 465607 (Valid up to 20/05/2023)  
**Driving License Details:** Number (Valid up to 20/06/2020)  
**Visa Details:** Transferable  
**Marital Status:** Married  
**Number of Dependents:** 4