

Muhammad Maaz Khan

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Visa Status: Employment

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Career Objective:

A passionate & seasoned logistics professional with over 18 + years of experience exclusively in the field of shipping, logistics and supply chain management among which 18 years of local & international market Freight forwarding (including Road, Air, Sea - Containerized, Breakbulk, RORO, Project cargoes, OOG, Cross trade, Multimodal, Import for Re-export, DGR, Transport Fleet Management, Warehousing), 12 years of Iraq Oil & Gas logistics covering Pricing, Operations, Customer Service, After Sales, Sales support). My expertise spans technical operations, commercial strategies, and intricate pricing models, allowing me to deliver tailored solutions that drive efficiency and profitability seeking to further develop my career in the logistics industry. Dedicated to utilizing my skills and expertise to contribute effectively to the success and growth of a dynamic logistics organization.

Career Profile Key Skills:

Logistics Management, Supply Chain Management, Inventory Management, Warehousing Strategies & Operations, Transportation & Fleet Management, Procurement, Distribution, Freight Forwarding, ERP Systems, Customs Compliance, Demand Planning and Forecasting, Problem Solving, Teamwork & Team management, Leadership, Organizational, Communication & Interpersonal skills, Adaptability, Time Management, Attention to Detail, Decision Making, Critical Thinking, Negotiation, Data-analysis, Flexibility, Responsibility and self-management, Contingency planning, Budget management, Pricing Analysis, Vendor And Supplier Management · Third-Party Logistics (3PL), Trade Payment Methods, RFP & RFQ & Bid & Tender Management, Risk Management, Quality System Compliance adhering to ISO standards, Expertise in ISO Coordination & carrying out ISO Audits, Quality, Health, Safety, and Environment (QHSE), Cargo & Fleet Insurance, Customs Clearance, Sea Freight, Air Freight, Multimodal, Road Transport, (DGR) Dangerous goods handling by Sea & Air, Information and Communication Technology, Six Sigma, Lean, Agile, Sustainability, Service-Level Agreements (SLA), Stakeholder Engagement, Presentations, Documentation, Strategic Thinking, Strong Numerical and Analytical Skills, Training, (KPI) Key Performance Indicators, Operational Efficiency, Reverse Logistics, Good Interpersonal Skills, Cost Management, Reporting and Analysis,

Professional Working Experience:

Organization: NAR Group (Nahj Al Rawan Logistics Services LLC) Dubai, UAE

Tenure: Dec 2019 till Present

Designation: Logistics & Project Manager



Responsibilities:

Logistics & Project Management in UAE, Iraq and International Market
Supervising a team of 10 employees and reporting to CEO & COO

- Handling the shipments with respect to their incoterms
- Operations for local inbound, outbound shipments in Iraq (Oil & Gas Projects, Power Plant Projects, Construction Projects) with respect to their projects and governing authorities including Duty Paid & Exempted, Rigs movement, Permanent, Temporary, Re-export of Temporary cargo & Permanent cargo on the basis of repair & return, Explosive & Radioactive, Temporary cargo registration & renewal, RFQ's, Contracts, Bids & Tenders, shipments through all entry points of Iraq i.e. Umm Qasr / Khor Al Zubair seaport, Basra airport, Baghdad airport, Erbil airport, North side shipments entry from IK border via Mersin with MNR & without MNR, Storage of cargo in KZfZ, Transfer of cargo from one contract to another via KZfZ, covering Pricing, Operations, Customer Service, After Sales, Sales support) with complete knowledge of Process for each oil field i.e. Buzurgan, Halfaya, Garraf, Rumaila, West Qurna, Siba, Majnoon, Nassiriya-Thi Qar, Zubair, Al Kut / Ahdeb, Badra, East Baghdad, Diyala, Block 9, 10, 11, 12. Ministry of Youth & Sports.
- Reviewing the internal daily reports for more than 10 clients and ensuring the shipment process is being followed as per the procedure and timely.
- Custom Clearance: Dealt & accomplished cross-border custom clearance / Port clearance in UAE & Iraq for oil field goods including chemicals, perishable good, drilling rig equipment goods as well as Hazardous shipments.
- Supervised 3PL custom clearance process & documentation with compliance to company as well as UAE Customs regulations.
- Customer service for international clients of OIL & GAS in China, UAE & Iraq and was the main Focal Point.
- Reviewing and finalizing annual / shipments contracts with the clients.
- Operations for local inbound, outbound shipments.
- Handling the shipments with respect to their incoterms.
- Pricing for inbound, outbound & cross trade shipments.
- Liaising with the shipping lines and transporters, coordination with International worldwide agents GPLN, WCA, Link Global and following updation of data on ERP system. Maintaining web tracking module for live updates for clients

Land Transportation Project in Iraq including Flatbed, Lowbed, Extendable Flatbed, Extendable / Special Lowbed, Multi Hydraulic Axle Lines with Push & Pull Heavy Duty Head Tractor, Supporting tools Like Beams & Stools, drivers, support staff & Camp handling strategies

- Supervising the day-to-day operations of the transport fleet, including scheduling and dispatching vehicles including monitoring of all vehicles on GPS system.
- Calculation of load plans to reduce wastage of space on trucks & reduce quantity of trucks utilization keeping in consideration safety first and creating best possible total cost for the clients.
- Ensuring that all vehicles are properly maintained and serviced to meet safety and regulatory standards.
- Monitoring fuel usage, maintenance costs, and overall fleet performance to optimize efficiency and reduce operational costs including daily check survey for all vehicles 2 times a day in morning and evening.
- Supervising a team of drivers and other fleet personnel, including training, performance evaluations, and disciplinary actions when necessary, including drivers vacation / off plan and substitute arrangements.
- Developing and implementing policies and procedures to ensure compliance with transportation regulations and company standards. Maintain accurate records of vehicle inspections, licenses, and certifications
- Coordination with clients for their transportation needs and meet company goals. Foster a positive and collaborative work environment. Maintaining web tracking module for live updates for clients
- Analyzing data and generating reports to track key performance indicators and make strategic decisions to improve fleet operations. Present findings and recommendations to senior management

Achievements:

- Managed the budget for the logistics department, reducing costs by 5% while maintaining service levels.
- Developed and maintained relationships with key stakeholders, resulting in a 10% increase in customer satisfaction and a 5% increase in supplier performance.
- Achieved a 20% increase in deal closures by improving negotiation skills and securing favorable terms for clients.

Organization: Starlight Maritime Fze, Dubai, UAE

Tenure: Dec 2012 to Nov 2019

Designation: Project Manager



Responsibilities:

Logistics & Project Management in UAE, Iraq and International Market

Supervising a team of 12 employees and reporting to Iraq Project Manager & General Manager

- Operations for shipments in Iraq (Oil & Gas Projects) with respect to their projects and governing authorities i.e. Halfaya
- Buzurgan, Garraf, West Qurna, Rumaila, Siba, Majnoon, Zubair & Badra Handling the shipments according to the type of clearance i.e. Levy Exempted Temporary, Permanent or Duty Paid Handling of Project cargoes: Rigs movement, OOG cargo and other specialized shipments like Re-export, Import for Re-export, Sea to Air and vice versa, Explosives & Radioactive
- Preparation of Bids & Tenders for OIL& GAS clients in Iraq
- Freight Forwarding: Supervised operation team& provided them with essential help by furnishing leads for international & local agents. Established new contracts & negotiated with international & local forwarders which proved successful for company's profile
- Ocean & Air Shipments: Proactively managed Ocean & Air shipments for UAE, Iraq & other regions. Streamlined procedure to ensure smooth functioning of operations & documentation. Established steady process internally to keep efficient control on End to End shipments that helped sales team as well as Finance dept
- Reviewing the internal daily reports for more than 10 clients and ensuring the shipment process is being followed as per the procedure and timely
- Customer service for international clients of OIL & GAS in China, UAE & Iraq
- Reviewing and finalizing annual / shipments contracts with the clients
- Operations for local inbound, outbound shipments & handling the shipments with respect to their incoterms
- Pricing for inbound, outbound & cross trade shipments
- Liaising with the shipping lines and transporters, coordination with International worldwide agents GPLN, WCA, Link Global. Documentation for inbound, outbound & cross trade shipments
- Supervising the database for enquiries, sales, quotes and shipment database and following updation of data on ERP system. Maintaining web tracking module for live updates for clients.
- Handling Break-bulk, RORO & DGR shipments & Project Logistics: Accomplished 150+ container deliveries & 24,000 CBM Break bulk delivery at one time.

Achievements:

- Developed and implemented a new logistics strategy that reduced transportation costs by 15% and improved service levels by 10%.
- Negotiated contracts with suppliers and carriers, resulting in a 10% reduction in transportation costs and a 5% increase in service levels
- Improved customer retention rate by 25% through the implementation of a proactive customer follow-up system

Organization: HDT Shipping Lines LLC, Dubai, UAE

Tenure: Dec 2011 to Dec 2012

Designation: Senior Logistics Specialist



Responsibilities:

Logistics & Freight Forwarding in UAE & Worldwide

Managing a branch office of 05 employees and reporting to General Manager

- Handling shipments with respect to their incoterms
- Customer service for inbound, outbound and international clients
- Pricing for inbound, outbound & cross trade shipments. Operations for inbound & outbound shipments
- Documentation for inbound, outbound & cross trade shipments. Handling local transportation
- Coordination with Worldwide agents for rates, enquiries and sales leads
- Maintaining database for enquiries, sales and quotes
- Handling RORO & DGR shipments. Handling specialized shipments i.e. Import for Re-export

Achievements:

- Negotiated contracts with transportation vendors, achieving a 15% cost savings on shipping expenses
- Streamlined the logistics process by implementing automated documentation systems, resulting in a 30% reduction in paperwork errors and improved efficiency

Organization: Royal Pearl Logistics LLC, Dubai, UAE

Tenure: Nov 2010 to Nov 2011

Designation: Customer Service Specialist



Responsibilities:

Logistics & Freight Forwarding in UAE & Worldwide

- Handling shipments with respect to their incoterms Customer service for inbound, outbound and international clients Pricing for inbound, outbound & cross trade shipments Documentation for inbound, outbound & cross trade shipments Operations for inbound & outbound shipments
- Handling local transportation Coordination with Worldwide agents for rates, enquiries and sales leads Handling sales accounts Maintaining database for enquiries, sales and quotes Handling RORO & DGR shipments

ISO Tank Containers agency in UAE

- Coordination with Principal, cleaning facility and slot operators for ISO tanks handling o Coordination with consignee for the arrival notice, D/O issuance & mty tank receiving o Maintaining ISO tank inventory report
- Maintaining ISO tank shipment accounts & Documentation & Manifestation for ISO tanks imports

Achievements:

- Analysed logistics performance metrics and identified areas of improvement, resulting in a 20% reduction in lead time and a 25% increase in order fulfilment rate
- Managed the day-to-day operations of the logistics department, ensuring on-time delivery of goods and maintaining a 99% accuracy rate for inventory management

Organization: H Group

IAL NVOCC (Container Line) and Logistics Company

Tenure: Jan 2008 to Oct 2010

Designation: Operations Specialist



Responsibilities:

- Handling the shipments for cement industries / clients Customer Service for outbound clients
- Pricing for outbound shipments. Documentation supervision for all exports shipments with regards to L/C terms
- Supervising custom clearance for timely completion and any issues with customs & handling local transportation & vendors
- Supervising warehouse activity Maintaining warehouse stock reports. Handling tally operators in warehouse at the time of loading / unloading the cargo & arranging survey for SGS cargo inspection
- Handling DGR shipments Handling special equipment cargo (OOG) shipments
- Maintaining customers outstanding sheets. Maintaining daily shipment progress report and updation of data on ERP system. Maintaining web tracking module for live updates for clients
- Presenting quarterly sales & business performance reports to director Sales & Marketing
- In charge for developing and maintaining website with tracking module
- Assisting Finance in maintaining shipment accounts and ledgers, reconciliation of shipments accounts and ledgers
- Coordination with IAL principal for sales leads and nomination shipments
- Updating monthly market stats to IAL principal
- Assisting in operation of Reefer containers repairs & handling local transportation for empty containers shifting

Achievements:

- Designed and implemented a new inventory tracking system, reducing inventory holding costs by 20% and improving inventory accuracy by 15%
- Analysed and forecasted demand for logistics services, resulting in a 15% reduction in stockouts and a 10% increase in on-time delivery

Shipwell Company**Tenure:** Jan 2005 to Dec 2007**Designation:** Logistics & Agency Coordinator**Responsibilities:**

- Coordination with Principal, customers, Stevedores and slot operators for ISO tanks handling. Coordination with consignee for arrival notice, D/O issuance and mty tank receiving
- Maintaining ISO tank inventory report & monthly SOA & detention report. Updating ISO tanks Principal for damage and claims
- Business Correspondence with Principal abroad. Documentation & Manifestation for ISO tanks imports
- Brokerage Accounts & Inventory Control. International marketing for raw materials

Achievements:

- Achieved 98% on-time delivery performance for all shipments, exceeding the industry standard of 90%.
- Negotiated new contracts with carriers resulting in a 12% reduction in shipping costs, saving the company \$100,000 annually.

Academic Education:

Degree	Examination Body	Year
Masters (SCM)	Preston University	2009
Bachelors	UOK	2007

Certifications:

Degree	Examination Body	Year
CISCM (Certified International Supply Chain Manager)	IPSCMI (The International Purchasing and Supply Chain Management Institute, USA)	2024
CISCP (Certified International Supply Chain Professional)	IPSCMI (The International Purchasing and Supply Chain Management Institute, USA)	2024
Certification in Logistics and Supply Chain	Blue Ocean Academy, UAE	2024
Certification in ISO Coordinator	Environmental & Quality Solutions, UAE	2017
Diploma in Freight Forwarding	PIFFA – An approved & associated institute from FIATA	2010

Personal Information:

Father's Name: Muhammad Javaid Rauf Khan

Date of Birth: 05-Dec-1985

Driving License: UAE

Languages: English (Fluent speaking & writing), Arabic (Basic speaking & full writing), Urdu/Hindi

References: will be furnished on demand