MOHAMED ASHRAF

OPERATIONS LEAD

PROFESSIONAL SUMMARY

Logistics Specialist with hands-on experience in logistics operations, shipment tracking, warehouse coordination, and documentation. Strong organizational skills with the ability to handle multiple tasks and meet deadlines.

CONTACT

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WORK EXPERIENCE

Team Leader | Amazon CAI9 2025 - Present

Amazon. eg

- Leading and supervising operational teams to achieve daily KPIs and targets.
- Monitoring performance metrics and providing coaching for process improvement.
- Resolving operational bottlenecks and ensuring strict safety compliance.

Problem Solver / FC Associate L1 | CAI5 2022 - 2023

Amazon. eg

- Resolved shipment discrepancies and technical issues to ensure on-time delivery.
- IPrepared detailed performance reports and error analysis for management.

Warehouse Associate | 2020 - 2022

Souq.com

- Managed inbound/outbound sorting and inventory assembly processes.
- Handled high-volume returns and confirmed shipments with relevant teams.

ACADEMIC HISTORY

Zagazig university 2019 -2023

Bachelor of Arts in Psychology

- GPA: 3.0

PERSONAL INFORMATION

Military Service: Completed

Languages: Arabic (Native), English (Good)

PERSONAL SKILLS

- Leadership: Team Management, Coaching, Task Delegation.
- Operations: Problem Solving, WMS Knowledge, Process Efficiency.
- Soft Skills: Emotional Intelligence, Crisis Management, Critical Thinking.
- Technical: Microsoft Excel (Advanced), PowerPoint, Outlook.