

# MUHAMMAD ABDALLAH

Main Warehouse & Reverse Test Cycle Team Leader

## CONTACT


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## EDUCATION

**Al-Azhar University**

**B.SC. Systems & computers Department _ Faculty of engineering**

***2006- 2011***

### GRADUATION PROJECT:

***Smart Building System (Designed & Implemented using Microcontrollers ).***

## COURSES & TRAINING

- ***2026 Overseas NPS Training Camp ( Dongguan , China ) - ( 4/2026 )***
- ***Re-certification O-elite certification L2 from Global service center (OPPO) (Senior technical engineer) - (8/2024).***
- ***O-elite certification L2 from Global service center (OPPO) (Senior technical engineer) - (11/2021).***
- ***Certification L1 from Global service center (OPPO) (technical engineer) - (6/2021).***
- ***Electrical power distribution from cadres maker - (2013).***
- ***Cisco certified network associate (CCNA) from jelecom training center - (2011).***
- ***Programmable Logic Control (PLC level 1) from jelecom training center - (2009).***

## PROFESSIONAL SUMMARY :


RESULTS-DRIVEN WAREHOUSE TEAM LEADER WITH COMBINED EXPERIENCE IN TECHNICAL SUPPORT, QUALITY ASSURANCE, AND COMPREHENSIVE INVENTORY MANAGEMENT WITHIN GLOBAL ELECTRONICS INDUSTRIES. PROVEN TRACK RECORD IN OPTIMIZING INVENTORY TURNOVER, MANAGING SPARE PARTS LOGISTICS, AND LEADING CROSS-FUNCTIONAL TEAMS. HIGHLY SKILLED IN TRACKING MATERIAL SHORTAGE PROTOCOLS, DATA ANALYSIS TO DRIVE OPERATIONAL EFFICIENCY AND ACHIEVE HIGH SHORTAGE CLOSURE RATES.


## PROFESSIONAL EXPERIENCE :

**11-2023 - Till now**

### *MWH & RTC Team Leader*

OPPO

- Inventory & Systems Management: Oversee end-to-end inventory control and spare parts management utilizing the company's proprietary system.
- Inventory Accuracy: Maintained high Inventory Accuracy 98%+ across all spare parts through the implementation of strict daily and weekly cycle counting protocols.
- Order Fill Rate & Service Level: Optimized material preparation and distribution, achieving a high Order Fill Rate to eliminate downtime at after-sales service centers.
- Shortage Closure Rates: Successfully reduced material shortage response times through continuous tracking and dynamic coordination with HQ Logistics.
- Data Analysis & Reporting: Analyze warehouse metrics, track stock levels, monitor inventory turnover, and generate actionable insights for management.
- Material Shortage Response: Actively manage and execute material shortage response protocols, coordinating with global Logistics teams to accelerate shortage closure rates.
- Team Leadership: Supervise, mentor, and coordinate the daily operations of the Main Warehouse team, fostering high motivation and efficiency.
- Cross-Functional Coordination: Collaborate closely with after-sales service centers to resolve pending client devices swiftly and expedite repairs.
- Quality & Scrapping Operations: Partner with the RTC team to inspect and verify functions of defective devices, and streamline the scrapping process for defect parts to optimize space utilization.

- ***Selected by global management to attend the 2026 Overseas NPS Training Camp in Dongguan, China, focusing on advanced logistics operations and spare parts quality inspection.***

**2-2021 – 11-2023**

### *Senior Technical Engineer*

OPPO

- Technical Diagnostics & Quality Feedback: Analyze pre/post diagnostic data to prevent recurring technical issues and escalate feedback to HQ for product quality enhancement.
- Technical Support & Escalation: Provide advanced troubleshooting support to maintenance teams during daily operations and special campaigns, coordinating with HQ to resolve complex cases.
- Quality Inspection & Refurbishment: Inspect defective spare parts and devices, and manage the repair and testing processes for second-hand devices.
- Standardization & Training: Standardize regional maintenance procedures, conduct onboarding training for new technicians on warranty policies, and administer monthly technical examinations.
- Regulatory & Complaint Management: Resolve CPA and NTRA complaints professionally, ensuring full compliance with regulatory requirements and corporate policies across Mobile and IoT product lines.

## TECHNICAL SKILLS & SYSTEMS:

- ***ERP Systems: Odoo ERP (Inventory & Warehouse Management), Proprietary GCSM.***
- ***Inventory Control: Cycle Counting, Inventory Valuation, Turnover Optimization & Accuracy (98%+).***
- ***Warehouse Operations: Reverse Logistics (RTC), Scrapping Protocols, Space Optimization & 6S.***
- ***Quality & Problem Solving: Root Cause Analysis (RCA), Material Shortage Protocols & KPI Tracking.***

**9-2018 – 1-2021**

### *Inspection Engineer*

Transsion - Carlcare

- Inspected defective spare parts and devices while tracking returned components across various branches.
- Analyzed technical fault patterns and collaborated with engineering teams to optimize repair decision-making processes.

**10-2016 – 9-2018**

### *Maintenance Engineer*

Transsion - Carlcare

- Repaired and maintained mobile devices in strict accordance with company quality standards, conducting rigorous post-repair quality testing.

**10-2013 – 9-2016**

### *Helpdesk Engineer*

Computer shop

- Provided remote and on-site technical assistance, troubleshooting software and hardware issues for incoming corporate queries.

**4-2012 – 5-2013**

### *Installation Engineer*

Speed company for trading & security system

- Installed, configured, and serviced electronic alarms, CCTV systems, and integrated access control security systems.