

hisham imam

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PROFILE

Sales and Operations professional with extensive experience in fleet supervision and logistics management. I have a proven track record of driving revenue growth and improving operational efficiency within the milling industry and the Fast-Moving Consumer Goods (FMCG) sector.

I have experience in leading large delivery teams, optimizing and streamlining supply chain operations, as well as building long-term customer relationships that contribute to achieving strategic business objectives. Willing to relocate anywhere.

WORK EXPERIENCE

Operations Manager at a logistics company

07/2025 – Present

Omar Logistics Services Company-Jeddah

An Operations Manager in a logistics company is responsible for overseeing daily operations, ensuring efficient delivery processes, and improving overall performance.

Key Responsibilities: Manage and supervise delivery drivers and logistics staff, plan and optimize routes for timely deliveries, monitor daily operations and solve any issues that arise, ensure shipments are delivered safely and on time, track performance metrics and improve efficiency, coordinate with warehouses and customer service teams, maintain compliance with company policies and safety standards, **increase company revenue by 18% through operational improvements, and reduce operational costs by 10% by streamlining processes and optimizing resource utilization.**

- Knowledge of logistics systems and operations

Goal of the Role: To ensure smooth, fast, and cost-effective delivery operations while maintaining high customer satisfaction.

Fleet Supervisor

04/2024 – 06/2025

Barq Al Mumayazah for Mail Transportation-Jeddah

- **Fleet Management:** Overseeing the daily operations of the transport fleet, ensuring vehicle readiness and optimal performance in line with safety standards .**Team Leadership:** Organizing drivers and delivery agents, assigning tasks, and enhancing their capabilities through continuous training and performance evaluations to achieve targets .**Route Optimization:** Leveraging tracking systems and navigation technologies to select the most efficient routes, helping reduce fuel usage and improve on-time delivery rates .**Cost Control:** Supervising operational expenses such as fuel, maintenance, and repairs, while optimizing spending without compromising service quality .**Reporting:** Analyzing operational data and generating regular reports on fleet efficiency, driver performance, and maintenance planning for senior management.

Sales Manager

11/2017 – 04/2023

Al-Sayed Flour Mills Company-khartoum

- **Sales Strategy:** Developing and implementing strategic sales plans to expand the customer base and strengthen market presence, resulting in a **22% increase in sales.** **Team Leadership:** Leading, coaching, and motivating the sales team to consistently achieve and exceed monthly and annual targets. **Relationship Management:** Building and maintaining long-term relationships with key clients and stakeholders to identify new business opportunities. **Market Analysis:** Monitoring market trends, competitor activities, and customer feedback to adjust sales strategies accordingly. **Performance Tracking:** Conducting regular performance evaluations and providing guidance to improve conversion rates and enhance team productivity.

EDUCATION

Information and Communication Technology (ICT) (Bachelor's degree)

12/2012 – 12/2016

University of Science and Technology-sudan

SKILLS

- Budgeting & Cost Control
- Revenue Growth
- Organizational skills
- Market Analysis
- Communication skills
- Leadership
- Microsoft Office
- Negotiation & Closing
- Administrative experience
- Operational Efficiency
- Sales Strategy & Planning
- Performance Monitoring

LANGUAGES

english
Fluent

arabic
Native