

PERSONAL INFORMATION

Hasan Raza

Address: Al Khobar City, Eastern Province, Saudi Arabia

Mobile (KSA): +966 510500354

Email: alvimahdi08@gmail.com

Gender: Male | **Date of Birth:** 01/07/1999 | **Nationality:** Pakistani

Iqama Status: Valid & Transferable

Driving License: Valid

JOB APPLIED FOR / POSITION

Business Development/ Freight Control Coordinator

PROFESSIONAL SUMMARY

Results-driven Logistics, Supply Chain, Freight Coordination and Business Development professional with 7 years of experience across Saudi Arabia and Pakistan. Experienced in logistics operations, customer relationship management, shipment coordination, vendor management, documentation control, and business support. Recognized for maintaining strong stakeholder relationships, coordinating time-critical deliveries, and supporting efficient operational performance.

CORE COMPETENCIES

Logistics Coordination • Supply Chain Management • Freight Forwarding • Customer Service • Business Development • Vendor Management • Shipment Tracking • Inventory Control • ERP (Odoo) • Documentation Management • KPI Reporting • Procurement Support

WORK EXPERIENCE - 7 Years

Freight Control/ Logistics Coordinator

Hani al Hoty and Partner Company Ltd. (Part of Al Hoty Group), Al Khobar KSA

2024 - Present

- Coordinate domestic and international shipments, ensuring timely and cost-effective delivery of goods.
- Plan, schedule, and monitor transportation activities while maintaining compliance with company and regulatory requirements.
- Liaise with freight forwarders, shipping lines, customs brokers, transport providers, and warehouse teams to ensure smooth logistics operations.
- Prepare and review shipping documents, including invoices, packing lists, bills of lading, delivery notes, and customs documentation.
- Track shipments, resolve transportation delays, and provide proactive updates to customers and internal stakeholders.
- Negotiate freight rates and service agreements with logistics providers to optimize transportation costs and service quality.
- Maintain accurate logistics records, shipment databases, and inventory movement reports.

- Coordinate with procurement, sales, and operations teams to ensure material availability and on-time project execution.
- Develop and maintain strong relationships with clients by serving as the primary point of contact for logistics and service-related matters.
- Respond promptly to customer inquiries, complaints, and service requests while ensuring high levels of customer satisfaction.

Business Development/ Customer Care Services Coordinator

McDonalds Riyadh, KSA

2022 - 2024

- Greet customers warmly and create a welcoming dining experience for all guests.
- Assist customers with menu information, promotions, product recommendations, and order inquiries.
- Handle customer complaints and service issues professionally, ensuring prompt resolution and customer satisfaction.
- Monitor dining areas to maintain cleanliness, hygiene, and a comfortable environment for guests.
- Support front-counter operations by taking orders accurately and processing payments efficiently.
- Coordinate with kitchen and service teams to ensure timely and accurate order delivery.
- Conduct regular follow-ups with customers during their visit to ensure service expectations are met.
- Assist customers with self-order kiosks, mobile app orders, and table service requests.
- Maintain high standards of quality, service, and cleanliness in accordance with McDonald's operating procedures.

Logistics and Supply Chain Coordinator

Nestle, Lahore Pakistan

2019 - 2022

- Coordinate inbound and outbound logistics operations to ensure timely and cost-effective movement of goods across the supply chain.
 - Monitor inventory levels and collaborate with planning teams to maintain optimal stock availability and prevent shortages.
 - Coordinate with suppliers, transporters, warehouses, and distribution centers to ensure smooth material flow and product deliveries.
 - Track shipments and resolve transportation, warehousing, and delivery issues to maintain service levels.
 - Prepare and maintain logistics documentation, including delivery orders, shipment records, invoices, and inventory reports.
 - Support demand and supply planning activities by analyzing sales forecasts and inventory requirements.
 - Monitor key supply chain KPIs such as order fulfillment, stock availability, transportation performance, and delivery accuracy.
 - Collaborate with Sales, Procurement, Manufacturing, and Customer Service teams to ensure efficient order processing and distribution.
 - Manage relationships with third-party logistics providers (3PLs) and transportation vendors to achieve operational excellence.
-

EDUCATION AND TRAINING

NEBOSH IGC Lvl 2 (2026) - United Kingdom

IOSH & OSHA (2026) - United States of America

Army Logistics Course (2020-2021) - Army School of Logistics, Muree, Pakistan

Graduation (2017- 2020) - Allama Iqbal International University, Islamabad, Pakistan

MS Office Management Course (2017) - TEVTA, Jhelum City, Pakistan

PERSONAL SKILLS

Mother Tongue(s)

- Punjabi
- Urdu

Other Languages

Language	Listening	Reading	Spoken Interaction	Spoken Production	Writing
English	C2	C2	C2	C2	C2
Arabic	B2	B2	B2	B2	B2
Punjabi	C2	C2	C2	C2	C2
Urdu	C2	C2	C2	C2	C2

Levels: A1/A2 – Basic user | B1/B2 – Independent user | C1/C2 – Proficient user (CEFR)

Communication Skills

- Excellent verbal and written communication skills for coordinating with customers, suppliers, transporters, and internal departments.
- Strong customer service communication with the ability to handle inquiries, complaints, and service requests professionally.
- Effective relationship-building skills to maintain positive interactions with clients, vendors, and logistics partners.
- Ability to provide clear and timely shipment updates, delivery schedules, and order status information to customers.
- Professional email correspondence and business communication skills.
- Active listening skills to understand customer requirements and resolve issues efficiently.

Organizational / Managerial Skills

- Ability to manage urgent requirements and changing priorities without compromising accuracy or service quality.
- Strong document control and filing skills for both physical and electronic records.
- Ability to coordinate effectively with Sales, Procurement, Finance, Warehouse, and Operations departments.
- Detail-oriented approach to order processing, shipment documentation, delivery schedules, and customer requirements.

Digital Competence – Self Assessment

Area	Level
Information processing	Independent user
Communication	Independent user
Content creation	Independent user
Customer Relation	Independent user
Problem solving	Independent user

TECHNICAL SKILLS

- Microsoft Office Suite, Odoo ERP, Reporting & Documentation, Data Management, Customer Relationship Management
-