

MUHAMMED HESHAM

Logistics & Documentation Specialist | Supply Chain | Import/Export Operations
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Professional Summary

Dedicated and results-oriented **Logistics Specialist** with extensive experience in **import/export** operations, documentation, and supply chain coordination. Skilled in managing logistics activities across **MENA regions**, optimizing shipment processes, and ensuring compliance with customs regulations. Experienced in handling projects with **UN agencies, oil companies**, and corporate clients. Proficient in ERP systems, LC documentation, and cross-border coordination.

Professional Experience

Al Kasid Machinery Iraq — Logistics & Order Handling Specialist - MENA

Jan 2025 – Present | Dubai, UAE



- Place and follow up spare parts and vehicle orders through **Hyundai and Ford Dealer portals**.
- Manage and coordinate shipments via Sea, Air, and Land modes to ensure timely deliveries.
- Good knowledge of **INCOTERMS, HS Codes, Dangerous Goods (DG), and LC shipments**.
- Arrange documents for legalization to obtain duty exemptions on shipments.
- Familiar with **JAFZA Free Zone** customs formalities and UAE Customs Laws.
- Coordinate with various government ministries for approvals, including **MOFAI, MEA (Ministry of External Affairs), Iraq**, government attestation, and **Korea Ministry approvals**.
- Liaise with inspection agencies such as **SGS, BV**, to ensure shipment compliance and quality standards.
- Check portal updates daily for availability, shipment status, and backorders.
- Coordinate with suppliers and freight forwarders to track shipments and confirm delivery timelines.
- Manage LC shipments by ensuring timely processing and document compliance.
- Review and verify shipping documents such as **Proforma Invoice (PI), Bill of Lading (BL), Certificate of Origin (COO)**, Commercial Invoice, and Packing List.
- Prepare Certificate of Origin (**COO**) documents through **Dubai Chamber of Commerce** and Industry.
- Support customs clearance by verifying HS codes, item descriptions, and invoice values.
- Check Bill of Entry status and clearance progress through **Dubai Trade portal, Emirsal-2 system, and Calogi App**.
- Collaborate with finance to process LC-related documents and shipments.
- Communicate with warehouse and technical teams to **update them on expected arrivals or urgent orders**.
- Maintain clear and organized records of all orders, documents, and shipment files.
- Prepare and share daily updates and reports on shipment status.

Al Bonian FM — Operation Coordinator (FM) - Contract Work



Nov 2023 – Dec 2024 | Dubai, UAE

- Sourcing & Vendor Management** - Identifying suppliers, negotiating contracts, and maintaining supplier relationships.
- Purchase Order Management** - Creating, reviewing, and processing purchase orders based on business requirements.
- Inventory Coordination** - Working with warehouse teams to track stock levels and ensure timely replenishment.
- Compliance & Quality Assurance** - Ensuring that purchased goods meet quality standards and comply with regulations.
- Logistics Coordination** - Overseeing the shipment and delivery of procured items, resolving delays if necessary.
- Maintaining Procurement Records** - Organizing purchase orders, invoices, and supplier agreements.
- Regulatory Compliance** - Ensuring procurement and shipping documentation meet international trade laws and company policies.
- Invoice Processing** - Coordinating with finance for timely invoice verification and payments.
- Reporting & Analysis** - Preparing reports on procurement activities, vendor performance, and cost analysis.
- Coordination with Internal Teams** - Liaising with supply chain, finance, and operations teams to streamline

Mersin Middle East FZCO (DAFZA) — Logistics Assistant



Jul 2023 – Oct 2023 | Dubai, UAE

- Assisted in managing end-to-end **freight forwarding operations** for air cargo shipments through DAFZA.
- Coordinated with airlines, agents, and customs brokers to ensure timely clearance and delivery of import/export consignments.
- Prepared and reviewed all shipping and **LC-related documentation** including invoices, packing lists, airway bills, and certificates of origin.
- Monitored shipment status, updated clients on cargo movement, and resolved logistics or documentation discrepancies.
- Ensured full compliance with **Dubai Customs, DAFZA, and international trade regulations**.
- Supported rate quotation preparation, cargo booking, and coordination with global partners for consolidated shipment.

Projects & Key Clients

AI Kasid Machinery Projects: Managed import/export documentation, customs clearance, and shipment logistics.

- UNOPS - (**United Nations Office for Project Services**) ,UNDP
- **BOC** (Basra Oil Company), **MOC** (Missan oil Company)
- **Amentum**, **Baghdad International Airport**, Thiq Qar Oil Company, **CNOOC**, **NOC** (North Oil Company), **KRC (Karbala Refinery Company)**, **KRG (Kurdistan Regional Government)**

AI Bonian FM Projects: Oversaw logistics, vendor coordination, and maintenance support.

- **DP World**
- Seddiqi Holding
- Azadea Group
- NOVO Cinemas
- Meydan Grandstand Hotel
- American Hospital

Language Details

- English - Fluent
- Hindi - Fluent
- Malayalam - Native
- Arabic - Beginner
- Tamil - Professional

Technical Skills

- Microsoft Office 365 (Word, Excel, PowerPoint, Outlook)
- Power BI – Data visualization and performance reporting
- CRM - Customer Relationship Management Reporting
- CAFM - Computerized Aid Facility Management

Education

- MBA – Logistics Operations & Supply Chain Management, Pondicherry University (2023–2025)
- BBA – Tourism & Travel Aviation Management, Pondicherry University (2020–2023)
- Diploma – Logistics, Materials & Supply Chain Management, STED Council (2019–2020)

Certifications

- Six Sigma Green Belt International Logistics
- Supply Chain & Operations Management Tips
- Logistics Management – International Transport & Shipping
- UAE Driving License - Manual

Core Skills

Import/Export Documentation | Freight Forwarding | LC Handling | Customs Clearance | Inventory Planning | ERP Systems | Supply Chain Optimization | Vendor Coordination | INCOTERMS | HS Codes | Project Logistics | Free Zone (JAFZA) Operations

Area of Strength

- Proven expertise in end-to-end logistics management for automotive, oilfield, and heavy equipment sectors
- Strong background in handling project cargo, heavy-lift, and over-dimensional shipments
- Skilled in **LC (Letter of Credit) documentation, UCP 600 compliance**, and trade finance coordination
- In-depth experience managing imports, exports, and customs clearance for government and EPC clients
- Excellent understanding of freight forwarding, multimodal transport, and port/free zone operations (**JAFZA, DAFZA, KIZAD, Hamriyah Free Zone ,Umm Qasr Port, Basra ,Aqaba Port & Free Zone ,Mersin Port, Izmir Port, and Istanbul Free Zone**)
- Hands-on experience in automotive spare parts logistics, equipment mobilization, and aftersales supply chain
- Coordination with oilfield operators and government entities ensuring compliance and timely deliveries
- Proficient in **ERP / SAP** logistics modules for shipment, inventory, and cost tracking
- Strong knowledge of **Incoterms 2020, HS codes**, and documentation for international shipments
- Effective in vendor management, freight negotiation, and transport contract handling
- Focused on cost control, efficiency improvement, and **KPI-based performance tracking**
- Deep commitment to HSE compliance, safety, and quality control during logistics operations
- Excellent communication, client liaison, and cross-functional coordination skills
- Adept in problem-solving, planning, and managing time-sensitive deliveries in challenging environments.