



Name: **HUSAM SALIH ISMAEEL ZIDAN**

Date of Birth: 20.April, 1979

Status: Married

E-mail Address: [husam404@yahoo.com](mailto:husam404@yahoo.com) - [husamzidan3@gmail.com](mailto:husamzidan3@gmail.com)

Mobile: +249 912397544

Address: SUDAN - Khartoum north – ALMANSHIA – MAHMOOD SHAREEF Street – Block 25 – House 41

Web:

<https://www.linkedin.com/in/husam-zidan-8344a536/>

[people.bayt.com/husam-zidan-14779744](https://people.bayt.com/husam-zidan-14779744)

---

### **Summary:**

+15 Years' Experience in (Logistics, Supply chain, Operations & Administrations) in (Oil Field, Aviation's, Distributions, Sales & Marketing FMCG)

---

## **Experience:**

### **Head Of Fleet & Goods Delivery**

#### **ADIYAT Marketing & Distribution**

**November 2020 - Present (1 Year 6 months)**

#### **Location Khartoum - Sudan**

Fleet Operations -Workshop Operations -Presales Delivery Operations -Goods Delivery across KRT & UPC) Operations.

### **Administration Manager**

#### **JTI (Japan Tobacco International)**

**Duration 7 month**

#### **Location Khartoum - Sudan**

Managing All Our People & Culture Services (Clinic & Medical Insurance services, Fleet & Travel Disk Service, Cleaning & Canteen Services and Others Services Related) Basic on SLA Using OTIF measurement indicator Regarding (Safety, Manpower and Facilities Utilization, Cost Optimization and Quality of Service).

### **Fleet & Customer Delivery Operation Manager**

#### **ADIYAT Marketing & Distribution**

**Duration 1 year**

#### **Location Khartoum - Sudan**

Responsible for 100+ sales operations supporting Industrial customers.

Created and maintained metrics and goals to improve customer satisfaction.

Restructured department to streamline processes, reduce errors and build strong customer relationships.

Responsible for improving on-time delivery, inventory reduction and verifying forecast accuracy.

Prepared and presented to management monthly detailed charts regarding progress on delivery performance, inventory reductions, credits, debits, returns and CSR errors.

Perform annual performance reviews.

## **Sales Operation - Customer Service Manager**

**DAL Group - DAL Food**

**Duration 1 year 10 month**

**Location Khartoum - Sudan**

- Created and documented Fleet, Presales & customer service processes and procedures which enabled implementation of key metrics.
- Improved OTD % through clear streamlined processes, dramatically improving customer satisfaction.
- Implemented department restructure that increased productivity
- Reduced Inventory errors % by executing policies and procedures.
- Reduced CSR order errors % through establishing accountability.
- Identified forecast inaccuracy which leads to increased OTD and inventory reduction.
- Designed and managed multiple targeted assisted to sales channels programs.
- Managed several projects to streamline processes and develop greater sell through with limited resources.
- Pre-sales Operation Management.
- OTIF Management
- Complains Management
- Distribution Management
- Channel Management
- Budget Control
- Human Resource Management

## **Sales Operation - CSR Supervisor**

### **DAL Group - DAL Food**

**Duration 2 years 11 month**

#### **Location Khartoum - Sudan**

- Drive the day-to-day and periodic operational processes of the business & finance to ensure that accurate and effective measurement, reporting and analysis are provided to the business leadership.
- Leads and directs the Sales Operations team to deliver best-in-class customer experience.
- Establish and coordinate operational links between other department teams that are required to support sales processes and target achievement.
- Provide operational support to all sales channels to achieve their qualitative and quantitative Sales targets.
- Ensure smooth and excellent customer service and service delivery for the consumer segment.
- Ensure and provide professional guidance / support to staff in carrying out the assigned functions.
- Oversee planning and assignments of objectives and tasks to the entire sales operations team.
- Review allocation / utilization of resources and performance quality.
- Communicate regularly with the staff on the overview on objectives / performance and align the mainframe of the team with the company strategies.

## **Logistic - Fleet & Hand Held Supervisor**

### **DAL Group - SAYGA Flour Mills**

**Duration 3 years 11 month**

#### **Location Khartoum - Sudan**

- Working closely with suppliers and internal customers to improve operations and reduce cost.
- Ensuring the personal safety and safe working environment of staff.
- Communicating needs & objectives to managers & key personnel in procurement, logistics & distribution.

- Negotiating contracts to reduce costs and achieve maximum efficiency.
- Accurately calculating total supply chain costs in relation to proposed new projects.
- Obtaining the transportation records and also making cost comparisons
- Plans, direct, and coordinate the operation of vehicle maintenance and repair programs for delivery trucks.
- Receives and processes vehicle accident and damage reports.
- Complete and provide Accident Report within 48 hours.
- Review overall driving history of individual, if multiple accidents/tickets driver should receive counseling and participate in additional training.
- Support in the management of fleet requirements to deliver an effective service.
- Ensure effective management of resources available, within budget and timescales.
- Supervise the management of our fleet, ensuring vehicles are serviced on time and carry a valid Vehicle Excise License.
- Maintain records relating to driving licenses and insurance details.
- Record and keep updated results from vehicle inspections.
- Ensure that any repairs to vehicles required are done in an efficient and cost effective manner.
- Arrange for replacement vehicles to ensure minimal disruption to service delivery.
- Ensuring that our fleets fully comply with the company policy.
- Supervise implementation of Health & Safety Policy in relation to vehicles and driving.
- Prepares cost analysis and periodic management and operational reports.

**Traffic & Operation Officer**

**MAKS & Sky Link Aviation**

**Duration 1 year 6 month**

**Location Khartoum Air Port - Sudan**

Managing for all the aircraft ground time handling needs as:

- Passengers Handling Management.
- Cargo Handling Management.

- Aircrafts Ground time Equipment Handling Management.

- Government & Documentation Management.

### **Traffic & Operation Officer**

**HTC Yemen International - Sudan**

**Duration 2 years 4 month**

**Location HEGLIG Field Oil - Sudan**

- Vehicle Servicing and Delivery Support Operations.
- Coordinates the Induction of Equipment into the Maintenance cycle.
- Dispatching Trucks at Rig Site for Rig Move operation.
- Issuing Tickets for Working Trucks at Rig Sites.
- Looking After for Personnel Affairs.
- Supervises Employees by Scheduling and Monitoring Work.
- Approving overtime and Leave Requests, and Training Personnel.
- Reviewing & Approving Tickets from Field Contactor Company (Grater Nile Petroleum Operating Company) (GNPOC).

### **Education:**

BAYAN College for Science & Technology

Information Technology (Diploma Program 3 Years ISIT)

### **Languages:**

Arabic

English

## **Skills:**

- Management:

Project, Operations, Supply Chain & Logistics, Transportation, Warehouse, Inventory Control, Fast-Moving Consumer Goods (FMCG), Sales & Marketing & Customer Services.

- Strategic

- Planning

- Budgeting

- Forecasting

- Research

- Team Building & Leadership

- Teamwork

- Teaching

- Negotiation

- Communication

- Public Speaking

- Microsoft Office

- HTML

## **Courses:**

Basic Customer Service

Basic Ticketing Course

Effective Supervisory Skills

Supervisory Leadership

Excellent Customer Service

PMP preparation course

Point Of Purchase -POP

Success Fleet Management

HSE Operation & Awareness

## **Accomplishments:**

### **Honors & Awards of Recognition – 2020**

#### **ADIYAT Marketing & Distribution**

Description:

This is to inform you that you have received performance rate of "Best Performance" in 2019 performance evaluation.

### **Honors & Awards of Recognition - 2013**

#### **DAL Group - DAL Food**

#### **Sales Operation - CSR Supervisor**

Description:

In acknowledgement of appreciation of your performance and expressing passion to make the extra effort, take the extra step achieve the extra degree.

### **Performance Appraisal "Exceeds Expectation" - 2010**

#### **DAL Group - SAYGA Flour Mills**

#### **Logistic - Fleet & Hand Held Supervisor**

Description:

This is to inform you that have received performance rate of "Exceeds Expectation" in 2010 performance evaluation.

### **Honor Award of Recognition - 2008**

#### **DAL Group - SAYGA Flour Mills**

#### **Logistic - Fleet & Hand Held Supervisor**

Description: In acknowledgement of appreciation of your performance and expressing passion to achieve the company targets,