

Ahmed Sayed Hassan Elsis

Planning Section Head (Demand – MRP – Production) – Supply Chain Supervisor

Phone 01002901576 - 01005220105

Address Al Haram - Al Jizah, Egypt

LinkedIn Ahmed Elsis

Email elsis.ahmed0@gmail.com



Summary: -

1 Year Experience as a Supply Chain Section Head.

Head of Planning Department with 5 years of experience in the Planning “Demand, Production and MRP”.

Total 6 years of experience in team managements.

Total 3 years of experience in Customer Service “Sales and Support” Team Manager.

Total 8 years of experience in translations between Turkish, English and Arabic languages.

Career Objective: -

It is my priority to make use of my capacities in order to improve my company in Sales, Planning and management skills

To achieve more success stories depending on my experience through supply chain with managing my team time successfully and to work well in a team work under stress with smart ways of work.

Seeking a position in Supply Chain specially the Planning Department due to my experience & success for 8 years.

Work Experience: -

Head of Planning Department – The Orientals Group | Agriculture Sector “Packhouse”, Cairo 02/2021 – Present

Work proactively with functional teams such as sales, marketing, operations, purchasing, warehouses, and logistics. ensure our company’s operations are timely, efficient, and cost-effective. Assist in all planning duties, analyzing inventory flow, and developing forecast models. Leads and prioritizes the planning and scheduling activities across a channel or number of channels by creating imaginative, competitive and complementary schedules which are audience focused. Monitors a department or project's budget, inventory, and production schedule. Maintains optimally efficient inventory of production materials. Creates planning studies and generates reports about new programs, plans, and regulations. Review’s development proposals to ensure compliance with codes and regulations. Manages all general planning issues for a department or project. Supervises and participates in advanced, highly-complex professional planning activities. Depending on the organization, Manages and supervises sections or divisions within the larger planning department of an organization.

- Propose and implement solutions to improve demand forecast accuracy.
- Support management with risk assessments and mitigation activities.
- Develop effective forecast models based on industry trends and demand patterns.
- Address demand-related issues in a timely and effective manner.
- Performs and manages complex and sensitive professional planning projects, research and analysis.
- Provides overall management of division-related planning issues.
- Assigns work to professional staff and ensures appropriate training is provided.
- Evaluates operations and activities of assigned responsibilities.
- Prepares reports on operations and activities, recommending improvements and modifications.
- Participates in budget preparation and administration, monitors and controls expenditures.
- Communicates with other managers, supervisors, and colleagues.
- Full Supervision on the Warehouse and Internal Purchasing Departments.
- Create monthly and weekly production plans.
- Create the shipping and loading plans on monthly basis.
- Communicate with all operation’s internal sections to ensure that the operations and production going effective and timely manner.
- Create the bill of materials BOM for each product to make sure from the right consumption of materials during the operation cycle.



Ensure that sales and production forecasts generated by the business are supported by material availability. Also, I am responsible for maintaining system integrity regards to purchase orders, stock movements, production and sales orders, and bills of materials.

Leading and direct all facets of supply chain management including, but not limited to, purchasing, logistics, warehousing, inventory management, material forecasting, capacity planning and sourcing, master scheduling, inventory control and financial costing.

My position is providing leadership and direction on a cross functional basis. Also, to devise and implement the strategy for supply chain and support operations and ensure that they have the capability required to deliver business plans profitably and to meet and exceed regulatory, customer and other stakeholder requirements.

- Manage inventory and establishes controls to ensure Avinger is operating at the highest level of performance based on key performance metrics and minimized supply chain risk.
- Apply professional procurement techniques across the supply chain for all goods and services.
- Maintain compliance with all regulatory requirements and ethical standards related to procurement.
- Develop and continuously improve supplier programs.
- To secure the best possible trading terms with our suppliers and to maintain a database of supplier agreements.
- Participate in existing new product planning processes to assure timely acquisition of materials for product launches.
- Participate in the design and implementation of new ERP system and optimize its use.
- Develop and manage departmental budgets accordingly.

**Planning Section Head (Demand, MRP, Production)** – Elvan Egypt, Sadat City 3 yrs. 4 mos. 01/2017 – 03/2020

Work proactively with functional teams such as sales, marketing, operations, purchasing, ware houses, and logistics. My responsibilities ensure our company's operations are timely, efficient, and cost-effective. Assist in all planning duties,

analyzing inventory flow, and developing forecast models. Leads and prioritizes the planning and scheduling activities across a channel

or number of channels by creating imaginative, competitive and complementary schedules which are audience focused.

Monitors a department or project's budget, inventory, and production schedule. Maintains optimally efficient inventory of production materials. Creates planning studies and generates reports about new programs, plans, and regulations. Review's development proposals to ensure compliance with codes and regulations. Manages all general planning issues for a department or project. Supervises and participates in advanced, highly-complex professional planning activities. Depending on the organization, the Principal Planner often manages and supervises sections or divisions within the larger planning department of an organization.

- Develop effective forecast models based on industry trends and demand patterns.
- Support management with risk assessments and mitigation activities.
- Propose and implement solutions to improve demand forecast accuracy.
- Successfully communicate forecast and inventory estimations to management.
- Monitor and report on important changes in sales forecasts, budgets, and business strategies.
- Address demand-related issues in a timely and effective manner.
- Provides overall management of division-related planning issues.
- Supervises the Transportation Modeling Division of Planning Department.
- Assigns work to professional staff and ensures appropriate training is provided.
- Evaluates operations and activities of assigned responsibilities.
- Prepares reports on operations and activities, recommending improvements and modifications.
- Participates in budget preparation and administration, monitors and controls expenditures. Attends substantial number of evening and weekend meetings.
- Communicates with other managers, supervisors, and colleagues.
- Performs and manages complex and sensitive professional planning projects, research and analysis



Assistant General Manager – “Factory Startup Period”– Elvan Egypt, Sadat City 4 Mos. 09/2016 – 01/2017

Helps the General Manager to ensure that day to day business operations run smoothly, draw up weekly schedules, order merchandise, and assist the General Manager with training, recruiting, promotions and planning. Providing Translation between English, Turkish and Arabic languages in the Factory between the two Countries (Egypt & Turkey).



Customer Service Team Manager – Convergys, 6th of October, Cairo 2 yrs. 4 Mos. 01/2014 – 05/2016
Expedia Turkish



- Lead support professionals, foster their professional development and growth via effective coaching and communication and promote teamwork and cooperation in delivering on our company's mission.
- Managing team KPIs and retention initiatives.
- Participate in root cause analysis regarding attendance challenges and attrition.
- Providing day-to-day supervision and management of directly assigned team of support professionals, ensure that the team have a clear understanding of performance expectation.
- Working with Service Delivery Manager to resolve personnel issues in a professional timely manner.
- Administer and manage payroll in accordance with company policy and procedures.
- Schedule and coordinate team activities.
- Work with all team members individually to develop their performance using the quality process during the calls to achieve the sales targets and meet the customer satisfactions.
- Doing daily coaching with all team members individually to stop on the weakness points in their performance then focus on this points to make it strength points.
- Doing daily briefing with all team members before the beginning of the shift review and discuss yesterday's performance and motivate them to do their best in the shift to achieve all metrics.
- Monthly one to one meeting with each team member to highlight the monthly performance and weakness point.
- Deliver feedback to each team member continuously according him/her performance.
- Motivate all team members continuously during the month to support them do their best in the work.
- Manage my team annual holidays according to availability in the queue.
- Quality Coaches Task:
 - listening to the team calls to make sure that my agents going over the quality process during handling the calls.
 - Weekly quality one to one with each team member.
 - Deliver weekly quality training to all team members with the client updates and focus on the weakness points in the process they are doing.

Email queue support representative – Stream Global Services, 6th of October 1 yr. 06/2013 – 06/2014
Working in email queue as a tier 2 by supporting the customers with addressing their concerns via mails.

Turkish Customer Sales & Support Senior Agent – Stream Global Services, 6th of October 1 yr. 01/2013 – 01/2014

- Respond to a high volume of calls inquiring and booking hotel reservations.
- Support the customers in their booked reservations like reservation modifications, Hotel change, Room changes, Special Requests, etc...
- Review and solving the customer complaints during their accommodations booked by our company.
- Utilize selling techniques to meet revenue and conversion goals.
- Identifying sales opportunities that fit customers travel needs.
- Working under call center stress with speaking with the customers in Turkish Language.
- Using the quality process required by the client during handling the sales and support calls.
- Addressing these customers concerns during the sales calls to close the sale with him.



Freelancer Turkish Translator

2 yrs.

01/2011 – 01/2013

- Delivering Translation services between the Turkish, English and Arabic languages in the International Companies.
- Support the Turkish business men's during their visits in Egypt.

Freelancer Turkish - English - Arabic Translator – Nestle, 6th of October

Part Time

01/2012 – 08/2015



Providing the translations and guidance between the Turkish engineers and technical experts during their visits and meetings.

Freelancer Turkish - English - Arabic Translator – Unilever, 6th of October

Part Time

10/2013 – 10/2015



Providing the translations and guidance for the Turkish engineers and technical experts in the factory of the Company.

Turkish Translator – KAMGET Factory – Beni Swaif

1 yr.

01/2012 – 01/2013

Turkish Translator – EGESIN METAL Factory - 10th of Ramadan City.

1 yr.

01/2011 – 01/2012

Courses and Certificates: -

- **2018** Supply Chain Management Diploma (SCM). "Certified"
- **2015** Convergys leaders as coaches (CLC). "Certified"
- **2015** Six sigma yellow belt training. "Certified"
- **2013** Customer service and sales training (Stream Global Services).
- **2012** Qualification for diplomatic sector course. "Certified"
- **2011** Computer course (ICDL). "Certified"
- **2010** Turkish language proficiency course - TOMER summer course 2010 (Ankara University). "Certified"
- **2010** Turkish press translation course at (KATAM) center under the supervision of Prof Dr. Tarik AbdulGelil.
- **2009** Turkish language course (Nile Language Center). "Certified"

Education: -

- **Ain Shams University** – Pre-Master in Turkish Language & Literature, Turkish Language & Literature **2012 – 2012**
 - 2012 - 2012: Pre-Master in Turkish Language & Literature - Ain Shams University
- **Ain Shams University** – Turkish Language and Literature **2007 – 2011**
 - 2007 - 2011: Ain Shams University- Faculty of Arts Department of Oriental Languages
Graduated from Department of Turkish Language and Literature
- **Ankara University** – Turkish Language Proficiency **2010 – 2011**
 - 2010 Turkish language proficiency course - TOMER summer course 2010 (Ankara University).
"Certified"
- **Amr Moussa Secondary School** **2004 – 2007**
 - 2004 - 2007: Amr Musa Secondary School
- **El Salam American School** – Mid School Degree. Primary Education **1993 - 2004**

PERSONAL Skills: -

- Organized person, Dependable, Smart Worker, Hard Worker, Calm, Have the Ability to Work under Stress for long times and Have the Ability to Solve Problems.
- Team Work favorable.
- Have the ability to learn a new task in short times and able to managing the teams to achieve any requested targets. - Client focus - Team building - Self-improvement - Self Motivation - Self learning.

Computer Skills: -

ERP Systems, Windows, Microsoft Office "Outlook, Excel, Word, PowerPoint, Access, Internet".

Language Skills: -

Arabic: (Mother tongue)

English: Very Good

Turkish: Fluent

Personal Data: -

Nationality	Egyptian
Place of Birth	Cairo
Date of birth	17/09/1990
Military Status	Exempted
Marital status	Married
Driving license	Private License

Interests: -

Reading - Internet - Swimming – Playing Football – Travelling – Learning