

Fatima-Zahra Mahboubi

613 240-0837

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Ottawa, ON

OPERATION & LOGISTICS

PROFILE

- Bilingual creative logistics and operation expert with more than 5 years of extensive experience and focus on project management, capacity building, and application of best practices in international operations;
- Exceptional analytical and conceptual skills in synthesizing cost-effective strategies and efficient processes;
- Excellent communication and negotiation skills in increasing quality of customer service as well as working with vendors;
- Strong organizational and planning skills in purchasing, warehouse and inventory control;
- Proven experience in quality control and monitoring of production;
- Excellent sound judgment and collaboration skills to work as part of a team or independently;
- Dependable, consistent, with strong initiation and commitment to improve systems;
- Efficient in using computer applications such MS Office suite, Office Teams, and Outlook

ACHIEVEMENTS

- Generated a new tool to achieve 50% improvement of process time of vessels calls files
- Improved service quality by proving correct info on time without extra work for the departments, reduced time required by 50%
- Increased indirect revenue by 30% by organizing supplier companies work appointments
- Increasing service quality to vessels and master by controlling claims supplier companies allocated, claims dropped by 60%
- Helped vessels owners get 30% cost saving thanks to negotiated discounts from suppliers

CORE COMPETENCIES AND SKILLS

- Reliability and dependability
- Communication
- Organizational skills
- Problem-solving skills
- Ethical responsibility
- Team player
- Flexibility and adaptability
- Initiative
- Leadership skills
- Logical reasoning

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PROFESSIONAL EXPERIENCE

Senior Operations Supervisor

May 2020 - August 2022

GLOBE MARINE, Casablanca, Morocco

- Negotiated and decided on pricing and feasibility offers
- Contributed to the training of new recruits
- Liaised with port authorities, service providers, ship-owners and local customers
- Established service offers and quotations
- Processed internal and external complaints from the maritime service
- Managed company branches and port agents
- Handled communication of information related to ships' calls to the parties concerned

Operations Supervisor

May 2016 - April 2020

GLOBE MARINE, Casablanca, Morocco

- Supervised port officers
- Edited the commercial offer and responded to quotations' requests
- Intervened in the field (Port) when necessary
- Monitored recovery related to the ships' calls
- Assisted ships' captains and crew (medical assistance, provisions, spare parts, etc.) during the call

Operations Coordinator

May 2014 - April 2016

GLOBE MARINE, Casablanca, Morocco

- Supervised operations in the various ports in Morocco including Casablanca, Jorf Lasfar, Agadir, Tanger-Med, Nador, Safi and Laayoune
- Prepared port situations as well as daily line-ups, with ships' forecasts.
- Coordinated port calls (around 1200 calls per year) with port authorities, maritime operators, receivers, shippers, etc.
- Calculated of port fees

EDUCATION

Master in Management

2012

HEC Business School, HEC, Liege University, Liege, Belgium

Bachelor in Business

2009

École Nationale de Commerce et de Gestion, Settat, Morocco