



# SADIQUE POOCHENGAL

Logistics & Operations Coordinator

## SUMMARY

Dedicated Logistics & Operations Coordinator with over 4 years of hands-on experience in courier delivery, warehouse management, and office administration. Skilled in coordinating shipment processes, supervising teams, and maintaining customer satisfaction through efficient service an. Adept in handling administrative documentation, inventory tracking, and route optimization to ensure smooth operations.

### Contact

Abu Dhabi, UAE  
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### Additional Information

Nationality: India  
Visa Status: Visiting Visa Valid up to Sep-10-2025  
License LMV: AUH-2895007  
Date of Birth: 06-Aug-1994

### Core Skills

- Logistic & Courier Operations
- Warehouse & Inventory Control
- Customer Support & Issue Handling
- Office Admin & Documentation
- Team Coordination & Supervision

### Soft Skills

- Communication & Interpersonal skill
- Time Management
- Problem Solving & Decision Making

### Additional Skills

- Vendor & Supplier Communication
- UAE Logistic Market Knowledge
- Knowledge of Procurement

### Languages

English : Fluent  
Hindi : Intermediate  
Arabic : Read & Write  
Malayalam: Expert

### Education

#### Bachelor of Commerce (Finance – 2015)

Mahatma Gandhi University, Kerala

#### ADCFA (Advanced Diploma in Computerized Financial Accounting

### Professional Experience

#### Logistics & Operations Coordinator

*Max Express Courier Service LLC – Dubai (2019-2023)*

- Coordinated daily courier operations, ensuring on-time delivery of 300+ shipments across the UAE.
- Supervised warehouse activities including scanning, sorting, packing, and dispatching of parcels.
- Handled 60–80 customer inquiries daily through WhatsApp phone, and email, resolving service issues efficiently
- Provided excellent customer care by addressing complaints, following up on issues, and ensuring high satisfaction
- Managed front desk and cash counter operations, including invoice generation and payment handling.
- Maintained delivery logs, shipment records, and office documents with 100% accuracy using MS Excel.
- Collaborated with drivers and dispatch teams to optimize delivery routes and reduce delays by 15%
- Assisted the sales team by following up with leads and coordinating delivery schedules.
- Managed office administrative tasks such as documentation, data entry, and report generation.
- Prepared daily and weekly performance reports, including shipment logs and admin summaries.
- Created and submitted daily and weekly performance reports, including admin summaries and route updates.
- Trained and supervised junior staff, improving warehouse efficiency by 25%
- Built strong client relationships, leading to a 15% increase in repeat customer