

Laila Khattab

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M.Sc. candidate in supply chain management at Arab Academy for Science and Technology. Skilled in logistics, supply chain, operation management, simulation and analysis, strategic management, and programming.

Experience

- 2021 - Now **Logistics and Customer Experience Associate** - Nilefleet Export, LLC
- Prepare shipping documents, such as quotation offers, invoices, and packing lists
 - Deal with international customers from Europe, Africa, and India
 - Assist in the management of all company-related logistics
 - Coordinate shipment of goods and all shipping documents
 - Plan and coordinate the pricing of all our company-offered products
- 2021 **Account Advisor** - Raya Customer Experience
- Ensure that service level agreements are met and maintained
 - Respond to customers over the phone and resolve their inquiries
 - Own and manage client relationships, e.g. resolving calls efficiently and effectively

Education

- 2021 - 2023 **M.Sc. Candidate, Supply Chain Management** - Arab Academy for Science and Technology
- Operation Management
 - Simulation and Analysis
 - Planning
 - Lean Management
 - Industrial Project Management
 - Warehouse and Inventory
 - Thesis: Enhancing Sustainable Supply Chain Using Agility and Lean Management
 - Advisor: Prof. Dr. Emad Elwy Habib
- 2016 - 2020 **B.Sc. International Business Management** - Sadat Academy for Management Sciences - 83/100
- Strategic Management
 - Managerial Economic
 - Cost-Benefit Analysis
 - Information System
 - Financial Management
 - Analysis and Evaluation
 - Thesis: Managing Cultural Diversity in Technical Professions
 - Advisor: Prof. Dr. Mohammed Sameh

Professional Certificates

- Jan 2023 **Supply Chain Operation Management** - High Performance Academy (HPA)
- Define shipping and logistics terminologies
 - Explain the importance of shipping and logistics
 - Understand the export/import procedures
 - Discuss different modes of transportation
- Jun 2022 **Shipping and Logistics Management** - High Performance Academy (HPA)
- Study business-oriented operation processes
 - Strategies to achieve a demand-supply balance
 - Assess the performance measurements and KPIs of all supply chain activities

Professional Skills

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|-----------|----------------------|------------------------|-------------------|
| Technical | • Project Management | • Technical Writing | • Data Analysis |
| | • Microsoft Office | • Strategic Management | • Lean Management |
| Personal | • Self-motivated | • Communication | • Presentation |
| | • Leadership | • Self-learning | • Negotiation |

Volunteering Activities

- 2022 **Resala Charity** - Volunteering Member
- Helped residents of Ezbet Khair-Allah by providing weekly healthy meals
 - Supported underprivileged families at Kom Ghorab by providing clothing
- 2019 **Enactus Sadat Academy** - Public Relations Officer
- Within a team, designed and built info desks for events at the university campus
 - Ushered and helped speakers and audience during the events

Languages

- English: Full professional proficiency
- French: Elementary proficiency
- Arabic: Native

Resumé last updated on 01 Nov 2023