

ABDULMAJEED JAFFER

Amazon Operations | Senior Operations & Logistics Leader | Supply Chain | Last-Mile Delivery
Saudi Arabia | Open to Relocation to UAE
+966 53 051 1169 | +971 50 890 8152
abdulmajeed.jaffer@gmail.com
www.amjaffer.com
[LinkedIn](#)

EXECUTIVE PROFILE

Senior Operations, Logistics, and Supply Chain Leader with 20+ years of experience driving operational excellence across Amazon, Honda, and TNT/FedEx. Proven track record leading large-scale last-mile, logistics, transportation, and supply chain operations while delivering industry-leading safety, productivity, customer experience, and talent development outcomes.

EXECUTIVE HIGHLIGHTS

- 20+ years of Operations, Logistics and Supply Chain leadership experience.
- Lead daily operations processing approximately 20,000 packages with peak volumes reaching 27,000 packages.
- Manage and develop a leadership team of 12 Operations Supervisors responsible for high-volume last-mile delivery operations.
- Repeatedly entrusted with full Delivery Station Manager authority — safety, workforce, stakeholder, and operational decision-making — covering 3–4 week leave periods over the past 4 years, across two stations.
- Led 9 Peak/White Friday events, achieving the #1 ranked Amazon Delivery Station across MENA for three consecutive years.
- Maintained zero safety incidents and zero lost-time injuries throughout tenure at Amazon.
- Developed a strong leadership pipeline, successfully promoting 3 frontline associates into leadership roles and 1 Operations Supervisor to a Shift Manager position.
- Reduced transportation costs by 40% at Honda.
- Delivered SAR 1 million annual savings through JIT implementation.
- Managed recall operations involving 15,000+ engines.

CORE COMPETENCIES

Operations Management | Supply Chain Management | Logistics Management | Last-Mile Delivery | Transportation Management | Warehouse Operations | Fulfillment Operations | Operational Excellence | Workforce Planning | Capacity Planning | Labor Planning | Performance Management | Continuous Improvement | Lean Six Sigma | Root Cause Analysis | KPI Management | Safety Leadership | Customer Experience | Stakeholder Management | Vendor Management | Process Improvement | Change Management | Talent Development | Succession Planning | Cost Optimization | Strategic Planning | Team Leadership

PROFESSIONAL EXPERIENCE

Amazon, Saudi Arabia

Shift Manager | May 2021 – Present

- Led high-volume last-mile delivery operations at two Amazon Delivery Stations — Hofuf (2021–2024) and Dammam (2024–Present) — processing approximately 20,000 packages daily, with peak volumes reaching 27,000 packages.
- Manage and develop a leadership team of 12 Operations Supervisors responsible for high-volume last-mile delivery operations.
- Designated proxy for the Delivery Station Manager at both stations during recurring 3–4 week leave periods across 4 years, assuming full DSM authority — station-wide leadership, workforce strategy, stakeholder management, and operational decision-making — in addition to core Shift Manager duties.
- Led 9 Peak/White Friday events across both stations, achieving the #1 ranked Amazon Delivery Station across MENA for three consecutive years while maintaining safety, service, quality, and operational performance targets and implementing corrective actions to sustain consistently high performance across all shifts.
- Maintained zero safety incidents and zero lost-time injuries throughout tenure at Amazon.
- Reviewed operational forecasts against actual volume, flagging variances to the forecasting team to support accurate staffing and capacity planning.
- Developed a strong leadership pipeline, successfully promoting 3 frontline associates into leadership roles and 1 Operations Supervisor to a Shift Manager position.
- Drive workforce planning, labor allocation, operational readiness, performance management, and continuous improvement initiatives.
- Partnered with Delivery Service Providers (DSPs), PxT (HR), Finance, ACES, and IT to deliver operational excellence and customer-focused results.

Honda, Saudi Arabia

National Supply Chain Manager | May 2015 – May 2021

- Directed national supply chain operations covering procurement, transportation, warehousing, inventory management, forecasting, and distribution.
- Resolved a critical Dangerous Goods (DG) licensing gap that had halted airbag imports, restoring compliant supply flow and eliminating a repair delay of up to two weeks for affected vehicles.
- Improved service performance by 20% through supply chain redesign and operational optimization.
- Reduced transportation and logistics costs by 40%, generating significant annual savings while improving service performance.
- Implemented Just-In-Time inventory systems generating approximately SAR 1 million in annual savings.
- Reduced dead stock inventory by 20%, improving inventory turnover and working capital efficiency.
- Managed recall operations involving more than 15,000 engines while maintaining operational continuity.
- Achieved product damage rates as low as 0.03% through transportation and quality control improvements.
- Developed strategic supplier relationships and negotiated favorable commercial agreements.

TNT Express (FedEx)

Senior Air Freight Logistics Executive | Jun 2012 – May 2015

- Managed end-to-end air freight import/export operations, including carrier coordination, routing, and Airway Bill (AWB) documentation.
- Ensured customs clearance compliance across all shipments, including Dangerous Goods (DG) handling and regulatory documentation.
- Negotiated rates and managed relationships with airlines and overseas agents to optimize freight cost and transit performance.
- Managed KPIs including transit time, cost, and on-time performance across assigned freight accounts.
- Owned client account-level service delivery for assigned freight portfolios in Jeddah.

Country Sales Executive | Aug 2011 – Jun 2012

Information System Administrator | Dec 2006 – Aug 2011

EDUCATION

Rutgers University – Supply Chain Logistics & Operations (2019)

Sikkim Manipal University – Master's Degree in Management Information Systems (2014)

Near East University, Cyprus – Bachelor of Computer Information Systems (2006)

CERTIFICATIONS

Certified Supply Chain Expert (CSCE) — International Management Consultancy (IMC), CPD UK Certified, 2026

Certified Supply Chain Specialist – CPD certified

Six Sigma

Supply Chain Management Diploma

LEAN Introduction to Lean (Amazon Learn, 2026)

Generative AI (GenAI) Foundations (Amazon Learn, 2026)

TECHNICAL & ANALYTICAL TOOLS

Advanced Microsoft Excel | Microsoft Office Suite | Power BI | Data Analysis | KPI Dashboards | Operational Reporting | Operational Performance Dashboards | Workforce Planning & Capacity Management Tools | Process Improvement Methodologies | Performance Reporting & Business Reviews