

MULUH STATESON TENENG

Dubai, United Arab Emirates | +971 55 747 3411 | proutstates98@gmail.com



PROFESSIONAL SUMMARY

Results-driven Logistics and Supply Chain Professional with over 8 years of experience managing end-to-end logistics, warehousing, and import/export operations across leading organizations in the UAE. Proven success in optimizing logistics workflows, maintaining high inventory accuracy, and ensuring timely, compliant delivery. A strategic thinker and team player with a strong record of reducing costs, increasing delivery performance, and driving operational excellence in fast-paced, deadline-driven environments.

CORE COMPETENCIES

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|------------------------------------|--------------------------------------|
| • Logistics Coordination | • Customs Documentation |
| • Freight & Transport Management | • KPI Tracking & Reporting |
| • Import & Export Compliance | • Vendor & Stakeholder Communication |
| • Warehouse & Inventory Operations | • Process Optimization |
| • SAP, WMS & MS Office Tools | • Health & Safety Compliance |

PROFESSIONAL EXPERIENCE

Logistics Coordinator

Richemont International SA c/o DHL Global Forwarding, Dubai, UAE | Jun 2023 – April 2025

- I managed international logistics for high-value luxury items across EMEA, ensuring full compliance with customs and security regulations.
- I improved delivery lead times by 12% through strategic coordination with global freight providers.
- I created and validated accurate shipping documents, achieving a 100% accuracy rate.
- Launched a real-time tracking system for premium shipments, significantly enhancing client satisfaction.
- Managed customer service operations, including complaints, returns, and repairs in coordination with Richemont brand stores, wholesale partners, delivery teams, and customer service centers.
- Handled and processed returns to Richemont Customer Services (Repair Center), ensuring timely resolutions and accurate documentation.
- Processed various import/export declaration types, including IM2, IM6, IM24, TS3, and TR6, to ensure smooth customs clearance and legal compliance.
- I liaised with customs authorities to ensure CITES documentation compliance regarding the shipment of endangered species-related products (e.g., exotic leather).

Logistics Coordinator

Bollere Logistics LLC – POSM for Richemont, Dubai, UAE | Jun 2021 – May 2023

- Coordinated over 100 weekly inbound/outbound shipments for FMCG and retail clients.
- Boosted inventory accuracy by 15% through cycle counts and warehouse optimization.
- Reduced picking errors by 30% through SOP enhancements and staff training.
- Mentored new team members and ensured seamless onboarding of logistics procedures.

Core Colleague (Warehouse Associate)

Noon Warehousing, Dubai, UAE | Oct 2020 – Apr 2021

- Handled pick, pack, and dispatch operations using RF scanners with a 99% order accuracy.
- Revamped SKU organization, accelerating order picking by 20%.
- Assisted with daily reconciliation and shift reporting tasks.

Logistics Executive

Rashid Hospital c/o Aramex Emirates LLC, Dubai, UAE | Apr 2018 – Sept 2020

- Supervised the hospital's internal logistics for urgent medical supplies across departments.
- Ensured strict compliance with MOH policies for handling medical items.
- Introduced a barcoding system to improve traceability and control.

Warehouse Assistant

Aramex Emirates LLC, Dubai, UAE | Aug 2017 – Apr 2018

- Received, shelved, and dispatched many goods to diverse destinations.
- Ensured secure handling and packaging of sensitive and valuable shipments.
- Supported inventory audits and stock reporting tasks.

Food and Beverage Attendant

Pantry Café, Dubai, UAE | Nov 2016 – Jul 2017

- Delivered top-tier customer service and boosted sales through upselling strategies.
- Maintained hygiene standards and supported operational readiness.

PROFESSIONAL ACHIEVEMENTS

- Employee of the Month – Bollore Logistics (July 2022)
- Best Performer – Accuracy & Timeliness – DHL Forwarding Team (Q2 2024)
- Contributed to achieving a 97% on-time delivery rate for Richemont in 2023
- Led a cost-reduction project saving AED 50,000 annually in logistics operations

EDUCATION

- Logistics & Supply Chain Management – edX, Juan New Mexico, Mexico | 2022
- Six Sigma Foundation – Completed January 2022
- Learning Excel – Completed 2021
- High School Certificate | 2008

CERTIFICATIONS

- Certified Logistics & Supply Chain Professional – edX | 2022
- Fire Warden Certificate – Dubai, UAE | 2023

LANGUAGES

- English (Fluent)
- French (Fluent)

