

MOHAMMAD PIASH

E-COMMERCE OPERATIONS TEAM LEADER • LAST-MILE DELIVERY OPERATIONS • PROCESS OPTIMIZATION & ANALYTICS

Al Khobar, Eastern Province, Saudi Arabia | +966 56 267 7858 | piashm03@gmail.com
linkedin.com/in/mohammadpiash



EXECUTIVE SUMMARY

Results-driven E-commerce Operations Team Leader with four years of progressive experience in last-mile delivery operations within a fast-paced, high-volume environment. Skilled at monitoring and improving core operational KPIs — On-Time Delivery (OTD), delivery success rate, and cost efficiency (CPD/CPO) — through data-driven analysis and structured process optimization. Adept at leading delivery teams, coordinating with 3PL partners and cross-functional stakeholders, and resolving operational issues through last-mile technology platforms. Combines frontline delivery experience with team leadership and a growing technical toolkit in data visualization, dashboarding, and reporting to support scalable, high-performing e-commerce operations.

CORE COMPETENCIES

Operations & Logistics

Last-Mile Delivery Operations, 3PL Coordination, Delivery Workflow Management, Root Cause Analysis

Leadership & People

Team Leadership, Driver/Rider Management, Cross-Functional Coordination

Analytics & Reporting

Operations Analytics, KPI Reporting, Data Visualization & Dashboarding, Excel Pivot Tables

Process & Technology

Process Optimization, Continuous Improvement, Last-Mile Tech Platforms, Cyber Security Awareness

PROFESSIONAL EXPERIENCE

E-commerce Operations Team Leader

Sep 2022 – Present

Al-Dawaa Medical Services Co. | Al Khobar, Saudi Arabia

- Lead a team of last-mile delivery riders and drivers, directing daily execution of delivery operations to meet service-level targets and customer experience standards.
- Monitor core operational KPIs — On-Time Delivery (OTD), delivery success rate, and cost per delivery/order (CPD/CPO) — to identify performance gaps and improvement opportunities.
- Manage end-to-end delivery workflows through last-mile technology platforms, tracking operational issues in real time and coordinating with support teams for timely resolution.
- Partner with cross-functional teams and delivery partners to troubleshoot operational challenges and streamline processes, providing structured feedback on platform functionality to support system enhancements.

Delivery Driver

Mar 2022 – Sep 2022

Al-Dawaa Medical Services Co. | Jazan Region, Saudi Arabia

- Executed last-mile deliveries with a consistent focus on punctuality, safety, and service quality — frontline experience that directly shaped a subsequent transition into team leadership.

Delivery Driver

Jan 2019 – Feb 2022

HungerStation & Mrsool | Buraydah, Al Qasim, Saudi Arabia

- Managed concurrent delivery assignments across two on-demand delivery platforms, operating independently to meet delivery targets while building strong route-planning, time-management, and customer-service capabilities in high-volume environments.

FREELANCE EXPERIENCE

WordPress Developer & Frontend Web Developer

Jan 2019 – Mar 2021

Fiverr | Remote — Riyadh, Saudi Arabia

- Designed and built WordPress websites and frontend interfaces for freelance clients, translating requirements into functional, user-friendly web solutions — building a technical foundation that now supports current work with data platforms and operational reporting tools.

CERTIFICATIONS

- Microsoft Excel — Data Analysis with Excel Pivot Tables
- Cyber Security (Certified Cyber Security Expert)
- Microsoft PowerPoint: School to Corporate — Basic to Advance
- ChatGPT & Artificial Intelligence
- Google Bard

EDUCATION

Higher Secondary Certificate, Entrepreneurship Development

2013 – 2014

Islamia Technical and Business Management College