

Malick DIAGNE

Freight Forwarding & Logistics Leader

Dubai, UAE (Work & Business visa) | French National

WhatsApp: +971 50 366 51 97 | Email: malick_diagne@yahoo.fr

LinkedIn: [linkedin.com/in/malick-diagne-64119b15a](https://www.linkedin.com/in/malick-diagne-64119b15a)

Availability: Immediate | Mobility: UAE



Professional summary

Freight Forwarding & Logistics Leader with 16+ years of experience leading international freight operations, operational transformation and cross-functional teams across Europe, the GCC and Francophone Africa. Combines deep operational expertise with commercial exposure, strategic project leadership and P&L accountability gained through progressive roles at FedEx, Chapman Freeborn and within the UAE logistics market. Recognized for delivering operational excellence, customer satisfaction and business-critical logistics solutions in fast-paced environments. UAE resident with immediate availability

Education

Master’s Degree — Transport & Logistics Management, France	2021
Bachelor’s Degree — Transport & Logistics, France	2009

Key achievements

- Awarded **4 FedEx Performance Awards** for KPI delivery, operational excellence & customer satisfaction.
- Delivered **~99%** on-time delivery across time-critical, high-volume and high value international transport operations.
- Led COVID-19 emergency healthcare logistics, coordinating hazardous goods deliveries to **80** hospitals nationwide.
- Generated **€150K revenue in two days** while maintaining **96% SLA performance** during a **healthcare crisis**.
- Delivered **92%** on-time performance across large-scale operations transporting **45,000** parcels, **€290K** revenue.
- **Recognized as Chapman Employee of the Month** for outstanding regional cargo commercial performance
- Selected twice to assume Country Manager responsibilities during critical organizational transition periods, leading a team of 30 employees with full operational and P&L accountability.

Professional experience

Head of Logistics LAKE (LAK3) Dubai, UAE	Oct 2024 – Present
• Supported an early-stage B2B/B2C water supply marketplace. • Managed the 3PL tender and selection for warehousing and distribution. • Contributed to the IT setup of the Watershop ordering and delivery platform. • Coordinated water pallet supply for trade shows in Thailand, Portugal and Spain and France using NFO and dedicated vehicles. • Managed bulk transport tenders for isotank and flexitank containers covering several million litres. • Developed new water sources and suppliers for the network.	
Business Development Manager Cargo Chapman Freeborn Dubai, UAE	Apr 2023 – Oct 2024
• Built and developed a qualified network of 85+ active contacts across Francophone Africa from scratch, covering key verticals including Freight Forwarding, Oil & Gas, Mining, Construction and Aid & Relief. • Generated 10+ cargo charter quotations monthly per client, valued between €150K and €1.5M, developing strong expertise in charter pricing, aircraft types and African trade lane constraints. • Developed deep market intelligence on Francophone Africa air cargo landscape, including regulatory environment, compliance requirements and carrier limitations. • Recognized as Employee of the Month for outstanding commercial performance and client engagement.	

Special Services Major Account Supervisor | FedEx | France**Feb 2016 – Apr 2022**

- Oversaw Special Services freight operations (air, road, express) with P&L accountability — €1M–€2M monthly revenue, team of 15 operational coordinators.
- Managed 20+ major corporate accounts across Luxury (LVMH), Heavy Equipment (Caterpillar, JCB), Medical (Roche, Beckman) and IT (Xerox), delivering time-critical shipments under strict SLA frameworks.
- Led full-scope TNT-to-FedEx operational transition on-site across operations, sales, IT and marketing — zero service disruption.
- Deployed a new end-to-end operational platform (quoting, track & trace, invoicing, POD) as core project member, then led on-site rollout and staff training.
- Mentored and developed operational talent, promoting two coordinators into management positions through structured coaching and performance development

Special Services SMA & Major Account Coordinator | TNT | France**Apr 2012 – Feb 2016**

- Coordinated Special Services logistics for key, medium, and small accounts across diverse industries.
- Executed time-critical, non-standard, and charter transport operations for high-value, sensitive shipments.
- Handled bids, tenders, and contractual frameworks, including FIQS and AndCo agreements.
- Engineered tailored logistics solutions with subcontractors addressing complex operational and regulatory constraints.
- Produced performance analysis, reporting, and service recovery actions for major customer portfolios.

Customer Service Representative | TNT | France**Aug 2010 – Apr 2012**

- Acted as dedicated point of contact for major account customers
- Managed claims, disputes and service recovery for high-value shipments
- Ensured service continuity through proactive customer communication

Skills

Operations & Freight

Air Freight Operations, Multimodal Transport, Freight Forwarding, Time-Critical & High-Value Cargo, Carrier & Vendor Management, Network Operations, Last Mile, Event Logistics

Compliance & Customs

Import/Export Compliance, Customs Coordination, Dangerous Goods (IATA), Incoterms, Regulatory Governance,

Leadership & Performance

Team Management (30+ staff), P&L Accountability, KPI & SLA Governance, Process Optimization, Crisis Management, Staff Development & Coaching

Commercial & Strategic

Business Development & Strategic Account Growth, Contract Negotiation, Major Account Management, Cost Control, Market Analysis & Business Intelligence

Regional Expertise

Europe – UAE – Francophone Africa Trade Lanes, GCC Operations, Cross-Border Logistics

Certifications

IATA Base Certification — IATA 96/100

2020

Languages

French: Native | English: Fluent | Spanish : Basic