**First Name of Application CV No 1637490**

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### Customer Service/ Procurement Professional

### *Customer Relationship & Inventory Management*

**Career Objective:**

Seeking a suitable position within supply chain operations where I can utilize my Professional & Operational skills, and Integrity to add value to your esteemed organization

**Professional Summary:**

More than 2 years’ successful experience in inventory, procurement management and support with recognized strengths in customer service management, account maintenance, problem-solving and trouble-shooting, sales staff support, and planning/implementing proactive procedures and systems to avoid problems in the first place.

**Job Skills:**

* A team player, acknowledged as “Total Quality Customer Service Professional.”
* Develop plan, conduct audits and variance analyses
* Maintain/update accurate inventories.
* Ability to train, motivate, and supervise customer service employees.
* Creative thinking and organizational skills
* Effective listening skills

### CORE COMPETENCIES

• Warehouse Management • Customer Service • Inventory Management

• Market Research • Competitive/Strategic Planning • Planning/ Forecasting

**PROFESSIONAL EXPERIENCE**

**KGL Logistics 2013 – Present**

***Customer Service Representative***

Responsible for providing and managing product(s) inbound and outbound from or to the warehouse, entering and maintaining accurate inventory records that include the procurement details for ordering, receiving and distributing products; responding to questions regarding customer requests and requirements; communicating with vendors; comparing goods received to documents; preparing products for shipment; loading and unloading inventory; managing the marking or tagging of items; picking and conducting regular inventory analysis.

* Process and prepare orders for shipment and contact customers, including invoice/packing slips where applicable as per company procedures.
* Prepare all daily orders for shipment using WMS as per established procedures.
* Verify that all Outbound Orders have been processed prior to performing end of day procedures.
* Responsible for inventory management by receiving incoming shipments of supplies.
* Report generation from the Operations on a daily basis to the Higher Management, Tracking Market requests orders, Tracking delivery notes and deliveries
* Process all return-authorizations as per company procedure.
* Replace any damaged boxes and deface any shipping labels on restocked film.
* Assist in answering incoming phone calls to include placing orders, invoicing orders and handling technical question for the dealer base.

**Gulf Life Insurance Company-Kuwait (2012)**

**Processor**

* Claims Entry
* Claims Rectification
* Claims Adjustments
* Settlement of Claims
* Account reconciliations
* Receive claim and invoices

**ISP International school of Pakistan-Kuwait (2011**)

* Worked as kinder garden class teacher for 6 months
* Math teacher for 3-5 grade
* Science teacher for grade 2-5

**EDUCATION SUMMARY**

|  |  |  |  |
| --- | --- | --- | --- |
| **COURSE** | **YEAR OF PASS** | **BOARD/UNIVERSITY** | **SCHOOL/COLLEGE** |
| ACCA | Continue | University of London | University of London |
| B.Com | 2011 | Punjab University Lahore-Pakistan | Punjab University Lahore-Pakistan |
| 12th | 2009 | HSSC | Punjab College Lahore-Pakistan(FSC/ Pre-Medical) |
| 10th | 2007 | SSC | International School and Collage of Pakistan-Kuwait |

**LANGUAGES KNOWN**

|  |  |  |  |
| --- | --- | --- | --- |
| **Languages** | **Speak** | **Read** | **Write** |
| **English** | Excellent | Excellent | Excellent |
| **Arabic** | Good | Fair | Fair |
| **Urdu** | Excellent | Good | Good |

**PERSONAL INFORMATION**

Nationality : Pakistani.

Date of Birth : 15/MARCH/1990.