**First Name of Application CV No 1643904**

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Successful supply chain professional specializing in purchasing and vendor management. Experienced in logistics and warehousing.

Seeking a Management position in Procurement / Supply Chain Function where 20+ years of my diverse professional experience will add value to company objectives.

# Areas of Expertise

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| ProcurementWarehousing / StoresVendor Management / Development | Lead Times ReductionLogisticsOperations Management | Teambuilding & TrainingCustomer Service/SupportWarranty Claim Handling |

# Professional Experience

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| ***Limton Group of Companies***  | July 2012 to Date |

Team Lead Supply Chain Department

Working as the Team Lead / Head of Supply Chain Department, looking after Procurement (direct & indirect, IT & non-IT products & services), Stores/Warehouse and Logistics. Create and Implement SOPs. Constantly looking for new sources and maintaining current ones. Implemented Firefighting solutions in the company (headoffice and remote branches). Currently also working on implementation of new ERP solution for Supply Chain and Financial Accounting.

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| ***Limton Group of Companies***  | 2006 to June 2012 |

Head of Customer Services Department

Given this position to recruit, train and supervise a team of customer service representatives. Manage service & support operations to ensure friendly and efficient delivery of services, including, but not limited to field services, workshop repair facility, consumables sale, warranty claims handling, complaint handling, etc.

Selected Contributions:

* Elevated client-satisfaction within the first two years
* Doubled the number of clients spanning in several hundred
* Reengineered processes to ensure swift resolution of customer issues, remaining in the policy framework, which enhanced and strengthened customer loyalty
* Delivered better and faster services at lower costs
* Ensured increase in business profit every year through service & support operations
* Trained Customer Service Engineers into becoming Sales Engineers, which in turn achieved even higher sales figures than the Sales & Marketing Dept. itself with respect to the given products.

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| ***eNitiative4 Technologies (Pakistan)*** *[e4 Computers]*  | 2002 to 2005 |

Manager I.T. & Operations

Managed purchases (direct, IT & non-IT), inventory & stores and sales. Provided consultancy to clients. Built and directed a team of IT Engineers. Planned & conducted trainings for in-house & field engineers. Contributions:

* Maintained stores with inventory and ensured timely availability of raw material for assembly line and finished goods for ready delivery, complete with tagging and barcoding.
* Designed and implemented Processes and SOPs for Procurement, Logistics and Service & Support function
* Handled warranty claims and complaints
* Introduced training programs that enhanced employee performance and helped build a knowledgeable, confident and motivated workforce
* Instilled a proactive approach towards customer needs among sales and support staff, which resulted in a loyal customer base and higher sales.

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| ***Super Technologies, Inc. USA*** | 1999 to 2001 |

Customer Support Team Lead

Customer Support for VoIP Telecommunication products & services to clients in USA & Canada via inbound and outbound call center

Managed a team of 8 Customer Support Representatives

Web Server & Network Administration

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| ***EleComp Automation (Pvt.) Ltd.*** | 1998 to 1999 |

System Analyst

Worked as System Analyst, Web Designer & VB Programmer

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| ***Shirazi Trading Company (Pvt.) Ltd.*** *(an Atlas Group Company)Sole Distributors of Canon office products.* | 1993 to 1996 |

Services Engineer

Responsibilities included providing client-end services and business generation through product support services.

# Education and Training

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| ***Executive MBA*** from Preston University — Karachi, Pakistan | 2007 – 2008 |

Concentration in Business Studies – Marketing

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| ***Executive MBA*** from Preston University — Karachi, Pakistan | 2005 – 2006 |

**Concentration in Business Studies – Management Information Systems**

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| ***BS*** from Preston University — Karachi, Pakistan | 1996 – 1998 |

**Concentration in Computer Science**

# Additional Notes

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| Can relocate | Can travel |

# Fields of Interest

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| Supply ChainTechnology / Innovation | ProcurementTelecommunication |

# Hobbies

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| Photography | Traveling |