**First Name of Application CV No 1653558**

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**PERSONAL STATEMENT**

Result oriented highly productive & accomplished professional with **over 7 years** of progressive and diversified experience in **Customer Services, Purchase/Logistics & Procurement management** profession with a demonstrated ability to significantly **reduce procurement costs** by standardizing processes, **smooth logistics operations** by negotiating favorable terms and **streamlining supplier** channels. Technical skills include **SAP**, **Word, Excel and PowerPoint**. Looking for a suitable position as per my experience and expertise

**Employment History**

**Nov 2013 – Feb 2016**

**Eurotech dmcc**, Dubai, UAE (Technical components & cable distribution (Authorized Distributor in GCC-) Dubai, UAE

Logistics / Purchase Supervisor

**Job Description**

**Purchase & Logistics Operations**

* Process all incoming orders on **SAP** and place with Local and International franchisees after Analyzing gross margin, verifying payment with accounts and **INCOTERMS** for Import method for shipment / Daily Follow up with Pakistan, Dubai & UK sales team to ensure their orders are placed in time
* Keep developing KPIs around total cost savings. Organization-wide purchases from contracted vendors, and 15% to 25% savings on both products and transaction costs over time.
* Make sure the Payment terms, Quality of products or services and On-time delivery before placing an order with Supplier
* Verifies purchase requisitions by comparing items requested to master list; clarifying unclear items; recommending alternatives.
* Preparation of strategy to make price comparisons of different suppliers to procure out of the range products.
* Liaising with suppliers, manufacturers, relevant internal departments and customers and Identifying potential suppliers, visiting existing suppliers, and building and maintaining good relationships with them / Negotiating and agreeing contract terms with supplier and monitoring the quality of service provided.
* Evaluate supplier performance based on quality standards, delivery time & best prices and ensure all the criteria are met according to the organizational requirements and expectation
* Communicating with the overseas suppliers over the phone and on e-mails for discounts or for special shipment instructions and documentation
* Handling internal and external key Clients to determine the procurement needs, delivery requirements as per PO to make sure the quality service provision and meet their requirement on time.
* Screening of Customer’s PO requirement, specification for the Product to be purchased
* Follow up **(DPD)** Delivery Promise Date of the orders with foreign and local suppliers, and update the same to customers
* Maintain and update Inventory on **SAP** to keep check and balance on Material kept in warehouse.
* Import and Export Planning prior to import the high value shipment to cut down cost by saving custom duty / Ensuring compliance with UAE legislation, export control imposed by US & EU & DMCC rules in all area of business.
* Coordination with Chamber of commerce to prepare certificate of origin for high value shipments or as per required by Customer.
* Supervising the packing as per customer PO, preparation of invoices, packing list and certificate of origin.
* Prior follow up with suppliers for the shipments / Booking shipment with courier company / Resolve supply, quality, service and invoicing issues with vendors
* One stop solution for import, export and local logistic operations, and Coordinate with overseas suppliers & logistic company to get all relevant documents, Prepare export documents as per local country custom regulations.
* Ensure health & safety procedures are in place all the time at office and warehouse, and Train the staff in warehouse on all aspects of packing, goods in, inventory control, shelving, dispatch and organizing of warehouse
* Meeting with sales managers of existing and new Courier companies to get best possible Tariff Carts for the freight charges to move shipments from across the world
* Sending shipping Notification with necessary and proper details to the customer once the shipment is ready for arrival / Release shipment after necessary docs preparation and packing
* Maintain service level 85% as a target set by company to provide high quality service to internal & external customers
* Preparation of combine report of all team and send it Managing Director in United Kingdom

**Mirsal II System**

* Grip on Mirsal II system / Declaration of Import & Export Shipments across the world
* Preparation of necessary documents **For Instance** Delivery Advise, Master Invoice and Master Packing List, BOE to submit into Customs
* Preparation of strategy for every shipment the best way to import and decide declaration Method

**April 2012 – Oct 2013**

**Eurotech Pvt Ltd,** Lahore, Pakistan (Technical components & cable distribution (Authorized Distributor in GCC)

Branch / Customer Support Manager

**Job Description**

**Training / Reporting / Purchase / Procurement**

* Report the team’s performance to MD on daily basis via outlook
* Process orders to franchise suppliers after receiving from sales department
* Prepare weekly service level report to check staff’s efficiency in work
* To manage day to day activity chart, taking follow up from the staff
* To be in close co-ordination with the Managing Director regarding the updates and new ideas for the enhancement of the company interests
* To deliver presentations to the staff for their professional improvement ,better execution of their daily activities in a professional environment
* Conduct Training Sessions to enhance product knowledge of Team on new products
* To keep and manage the petty cash for the provision of official appliances and other implementations in Pak office
* To conduct interviews to hire potential candidate for Customer Support / Conduct Training
* Prepare salary report on monthly basis after penalty deductions and preparation of induction program to train new candidate

**Team Management / Follow up with Sales & Suppliers**

* Meeting with Staff on daily basis to resolve their urgent issues and getting an update on inquiry flow on daily basis / Follow up on high value quotations with all GCC Customers.
* Preparation of Mails shots of each brand and instruct Team run mail shots on weekly bases as per schedule of product
* Daily coordination with sales department in UK & UAE through Skype to look after in inquiries matured into orders
* Coordination with different suppliers in USA, UAE & Germany to take an action on pending inquiries
* Evaluate vendor’s quotation to ensure that they are in line with the technical and commercial

Specifications required by Client

**March 2009 – March 2012**

**PTCL** (Pakistan Telecommunication PVT LTD)

Operations Supervisor

**Job Description**

* Taking all escalation calls of irate customers, implementation of best interpersonal skills and handling the data flow ,calls flow on BNCC To entertain the VIP customers by handling their complaints and queries in time giving them the best services and making sure the team is doing the same.
* Monitoring live calls of team randomly, and have counseling sessions, if needed.
* Conduct Pre shift training of team on daily basis for their better performance & Quality
* Service level & Success rate report and update to SM on daily basis
* Managing aggregated score chart of the team consisting 36 agents at a time and providing the management with best results to their satisfaction.
* Preparation of monthly roaster for team, and manage their Scheduled off days to get best utilization of team

**Education**

**Bachelors B Com- April 2009**

University of Punjab, Lahore Pakistan

**Intermediate I Com - April 2007**

BISE Lahore, Lahore Pakistan

**Matriculation Science - April 2005**

BISE Lahore, Lahore Pakistan

**Training**

**May 2013 MS Office 2010**

Peak Solutions, 42-A Lower Mall, Near Civil Secretariat.

**Skills & Abilities**

* Excellent command on computer and software’s
* SAP SYSTEM
* Microsoft office
* Multitasking
* Strong Communication Skill
* Negotiation Skill
* Ability to Work Under Pressure

**Additional Information**

**Achievements:**

* Got Hired as a Customer Services representative and Promoted as a Team Leader and then floor supervisor in a year at (PTCL) Pakistan Tele communication PVT company,
* Got Hired as Customer Services Manager in eurotech Pvt LTD and awarded by appreciation letter on best customer services and got an opportunity for the Purchase, Procurement & Logistic Roles in Dubai for same company
* I took a charge of all Purchase, Procurement & Logistics of eurotech dmcc within 2 months with full understanding as per required by management

**Hobbies:** Chess, Music, Travelling, Be Well Dressed.

**Personal Information1**

Date of Birth: 1st July, 1988

Nationality: Pakistani