**Adnan**

**Market Place Listing & Optimization**

 adnan-397308@gulfjobseeker.com

**Summary**

To obtain challenging position in a dynamic environment, to pursue my career as Customer Service and Sales Development Executive with a growth oriented organization with integrity, professionalism, attitude, aptitude towards work and organizational goals.

**Skills**

Analytical | Business Communication | Business Orientation | Clear Communication Skills | Client Follow-up | Commitment to Customer Service | complaints | Corporate - Marketing Departments | Customer Care | Customer Service Excellence Standard | Customer Service Management | Customer Service Operations | Customer Service Representatives | Customer Support Skills | Customer-Focused Service | English | Executive Presentation Skills | Identifying Sales Opportunities | Influential Communicator | Institutional Selling | Lead Generation | Medical Activity | Operations Responsibility | Sales Services | Team Motivation | Telemarketing | Time Management

**Experience**



|  |  |  |  |
| --- | --- | --- | --- |
| Sep 2019 - Present |  | **Market Place Listing & Optimization** |  |
|  |  | in Karachi, Pakistan |  |
|  |  | E-Commerce Listing & Optimization Expert |  |
|  |  |  |
|  |  | Manage Amazon, eBay, and Walmart Accounts to organize and keep track of our |  |
|  |  | inventory system on Amazon, eBay and Walmart etc. and work full time to manage |  |
|  |  | and improve our online listings, pricing, track advertising budgets & keywords, |  |
|  |  | update images/text/keywords, launch new products, make our product listings look |  |
|  |  | clean, attractive, easy to read, utilize text/keywords that help improve rankings on all |  |
|  |  | e-commerce platforms and channels. |  |
|  |  | n addition, should have experience with using Amazon international and familiar with |  |
|  |  | merging listings from Amazon US to Amazon Canada / Mexico etc. |  |
|  |  | Marketplace Experience : |  |
|  |  | Amazon |  |
|  |  | eBay |  |
|  |  | Walmart |  |
|  |  | Primary responsibilities include: |  |
|  |  | - Inventory management and replenishment |  |
|  |  | - Listing setup, maintenance |  |
|  |  | - Sales Reporting and overall account maintenance. |  |
|  |  | - Manage and create listings and inventory. |  |
|  |  | - Review listings to see if descriptions, details, and keywords can be improved. |  |
|  |  | - Organize and clean up Amazon listings, delete expired/unused listings |  |
|  |  | - Setup new, and manage existing keywords/product ads on Amazon/eBay |  |
| Jul 2017 - Aug 2019 |  | **Business Development Executive** |  |
|  |  |
|  |  |
|  |  | Shaukat Khanum Memorial Cancer Hospital & Research Center, Karachi, |  |
|  |  | Pakistan |  |
|  |  | 1 Achievement of agreed Sales Targets within time frame |  |
|  |  |  |
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2 Implementation of Marketing Strategies



3 Having good contacts with Key Opinion Leaders

4 Presenting our products to Doctors, Hospitals & Retailers.

5 Day to day communication & follow-up with clients.

6 Analysis of customer research, current market conditions and competitor information

Jun 2014 - Jun 2017  **Inventory and General Management**



EnomSoft, Karachi, Pakistan

my job is to help our clients' brands scale through listing optimization, ranking for keywords, managing Sponsored Ads campaigns, etc. I handle everything related to the marketing aspect of our clients' accounts.

Tasks include, but are not limited to:

* Monitor and track account performance
* Create weekly performance reports
* Help implementing marketing campaigns such as PPC, ranking campaigns, etc
* Alert us when a product will be out of stock
* Alert us when we lose the buy box, or something strange happens to the account
* Analyze product/niche competition, market depth, seasonality, shipping and detailed FBA fees
* Review, analyze and summarize Amazon customer reviews and commonly asked questions for a group of ASINs
* Thorough market research on the web for related products/niches
* Perform detailed profitability analysis for proposed products including landing cost, break even point, margin, profit, etc

Jul 2010 - Aug 2011  **Customer Service Representative**



The Resource Group TRG, Karachi, Pakistan, Karachi, Pakistan

Responsibilities:

* Providing Technical Support to Qubee Customer on Phone
* Providing Technical Support to CPE Users (Siemens Sx 81, 82, 86 Green Packet Shuttle and DX 350 wifii)
* Solve Customer Broadband Devices Problems within Standard KPI and SLA
* Solve Billing Related issues
* Doing Retentions over Churn Request by Providing Right Solution to Customers
* Experience working on Crystal
* Doing BTS checking (up/down) via NMS
* Providing Diﬀerent Package information according to customer Needs
* Escalate Problems to L2 and L3 via Ticketing Creation for Diﬀerent Domains
* Account Activation and Temporary Deactivation
* Provide NOC Service for new Connections

Jan 2010 - Jul 2010  **Desktop Support Executive**



ComNet Systems, Karachi, Pakistan

Responsibilities:

Providing 1st line technical support, answering support queries via phone & email.

Remote administration and management of customer premises

equipment.

• To log & prioritize system & user support calls for the second line support team.

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Carrying out user administration and set up



* Recording and actioning faults as reported on: PC’s, servers, laptops and mobile. Determining the nature of faults and the steps required to rectify it.
* Creating and maintaining email profiles for users. Closing the job when normal service is resumed. Writing progress and statistical reports for

supervisors and managers.

* Using remote control software tools to provide fault resolution and diagnosis.
* Creating and administrating Microsoft Exchange email accounts.
* Document and maintain Help Desk policies and procedures.
* The update and maintenance of the IT service desk authorized users’ database.
* Track, monitor and report on all Help Desk incidents within defined customer service levels.

**Education**

|  |  |
| --- | --- |
| 2010 | **University of Bradford** |



Pg Diploma Mobile & Satellite Communication (PMSC) ‎

|  |  |
| --- | --- |
| 2003 | **University of Karachi** |

Bachelors in Commerce , B.com ‎

Accounting & Finance, Applied Statistics

Grade: B

**Languages**

|  |  |
| --- | --- |
| **Urdu** | **English** |
| Expert | Expert |

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