Muhammad

Language: English, Urdu & Hindi Current Location: Dubai – United Arab Emirates Visa Status: Visit Visa

Email Address: muhammad-405035@2freemail.com

Contact No.: +971504753686

# WHY ME:

* A talent full of abilities and determination to serve with enthusiasm and dedication who will be utilizing every possible channel towards the development and betterment of company.
* Screen potential business deals by analyzing market strategies, deal requirements, potential, and financials; evaluating options; resolving internal priorities; recommending equity investments.
* As an e-Commerce Specialist, i will create and implement strategies that make online transactions possible. You will organize, develop, and execute website marketing plans.
* Write and edit product content that will be published on e-Commerce websites/portals.
* Set standards, systems, and best practices for new product listings, content creation, distribution, and maintenance.
* Work closely with different teams (product management, graphics, sales) to provide updated content that will be shared across e-Commerce platforms.
* Be a subject matter expert to assigned product categories.
* Identify SEO best practices regarding inventory, pre-orders, and pricing policies.
* Monitor changes in product sales by using web analytics and Excel spreadsheets (pivot tables, vlookups, etc) to stay organized.
* Ability to multitask and meet deadlines while maintaining attention to detail.
* Knowledge of various platforms and online sales strategies and can be used to conduct digital sales or website conversions.
* Familiarity with web design and a keen eye to detail.
* Excellent communication and collaboration skills.

# AREA OF EXPERTISE:

* Planning & Scheduling
* Sales and marketing
* Financial Reporting
* Cost Optimization
* Cash Flow Management
* Competitive Analysis
* Excel Skills
* Cost Saving
* Order Placement
* Follow up
* Accountability & Reporting
* Supply Chain Management
* Project Management
* Demand Planning
* Market Survey/Analysis

# PROFESSIONAL WORK EXPERIENCE:

**Pakistan (Nov’21 – Dec’22)**

# Admin cum Purchasing Coordinator

* Analyze new market trends, business opportunities and market segments in global and local landscape.
* Analyze past performance of collections, categories and campaigns to improve marketing effectiveness.
* Analyze service quality and customer satisfaction.
* Define and revise order fulfillment policies and procedures.
* Design business questions to be used for data mining and analysis.
* Develop a service recovery framework.
* Develop and implement roadmap for online store's functionality.
* Develop service operations.
* Develop, manage and measure performance of technology vendor relationships.
* Drive e-commerce sales performance.
* Encourage service innovation.
* Generate ideas and strategies based upon data-driven insights and recommendations.
* Implement e-commerce strategic and tactical programmers.
* Manage and review e-commerce operations and processes.
* Manage customer retention and loyalty programmers.
* Manage sales, promotions, marketing and social media campaigns, and programmers over digital platforms.
* Manage the procurement and implementation of new technologies.
* Measure order fulfillment and customer satisfaction performance.

**Pakistan (Oct’19 – Nov’20)**

# Station Officer In Daraz.pk

* Handling Customers & sellers queries, complaints and returns.
* Inbound and Outbound vendor packages.
* Working on Microsoft Excel/G-sheets for daily reporting of Inbound, Outbound, Customer collected and Return to Vendor packages.
* Sortation of customer collection point packages.
* New Seller signup and training.
* Maintaining data of every Hub related essential.
* Managing daily backlog report of returns, Processing Delivery Failed/Return to Vendor packages.
* Working experience on LMS (Lazada Logistics Management System).
* Handling Hub Coordinator responsibilities in his absence.
* Manage large amounts of incoming phone calls.
* Build sustainable relationships and trust with customer accounts through open and interactive communication.
* Provide accurate, valid and complete information by using the right methods/tools.
* Meet personal/customer service team sales targets and call handling quotas.
* Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
* Keep records of customer interactions, process customer accounts and file documents.
* Follow communication procedures, guidelines and policies.
* Maintains customer records by updating account information.
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.

# QUALIFICATION:

* + **Bachelors of Science in Computer Science (Oct’2013 - Jun’2018)**

Arid Agriculture University Rawalpindi (PMAS), Pakistan.

* + **I.C.S in Computer Science (Oct’2011 - Dec’2013)**

Global College System ,115 Range Road Sabzazar, Rawalpindi

* + **Intermediate And Secondary Education ,Rawalpindi (RBISE) (Aug’2008 - Aug’2010)**

Cadet College Boys (Secondary Level) Fateh Jang (Attock)

# OTHER SKILLS:

* Ability to work independently.
* Hardworking and consistent nature.
* Computer proficiency.
* Leadership experience.
* Collaboration talent.
* Problem-solving abilities.
* Critical thinking and problem solving.
* Teamwork and collaboration.
* Professionalism and strong work ethic.
* Oral and written communications skills.
* Ability to develop healthy relation with customers by gentle and polite manner.
* Always willing to take new responsibilities.
* Good Problem-Solving Skills.
* Good communication Skills.

# PERSONAL INFORMATION:

Date of Birth : 15-Feb-1994

CNIC : 37405-8166940-1

Gender : Male

Marital Status : Single

Nationality : Pakistani

Domicile : Rawalpindi (Punjab)

**REFERENCES:**

References are available on demand