

# Afzaal Ahmed

+971 55 781 2336 | afzaalahmed500@gmail.com | Dubai, UAE

## Professional Summary

Experienced and results-driven logistics and customer service professional with over 13 years of experience in warehousing, logistics coordination, shipping supervision, and customer support. Proficient in using WMS platforms and managing end-to-end supply chain operations. Recognized for strong problem-solving abilities, attention to detail, and the ability to work effectively under pressure.

## Core Competencies

- Logistics & Distribution Management
- Customer Service & Support
- Warehouse Operations
- Inventory & Stock Control
- Import & Export Documentation
- E-Commerce Fulfillment
- Freight Forwarding
- Process Improvement
- WMS: Oracle GRP, Maximo, SAP, NetSuite, Manage Engine, Optilog
- MS Office | Fast Typing | Communication Skills

## Professional Experience

Customer Service Representative - Distribution, Logistics & E-Commerce

Expeditors, Dubai, UAE (Jun 2023 - Jun 2025)

- Handled daily customer orders across distribution accounts and e-commerce platforms.
- Analyzed stock reports to ensure efficient order fulfillment and availability.
- Prepared work order documentation and verified special order requests.
- Performed billing and invoicing operations with high accuracy.
- Maintained shipping, inventory, and returned merchandise records.
- Generated daily reports to support operational transparency.

Logistics & Shipping Supervisor

MVP Tech, Dubai, UAE (Sep 2018 - Sep 2022)

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- Directed warehouse operations and enforced safety protocols.
- Scheduled deliveries and optimized drop shipment processes.
- Maintained accurate inventory records and handled quality control.
- Led hiring, training, and evaluations of warehouse personnel.
- Resolved operational challenges and improved process efficiency.

Customer Service / Maintenance Helpdesk (Project - Expo 2020) (Sep 2021 - Mar 2022)

- Logged and managed incident tickets from various channels.
- Escalated issues to relevant departments and ensured resolution.
- Maintained consistent communication with end-users throughout the incident lifecycle.

Senior Operations Team Member - Freight Forwarding

Aramex, Dubai, UAE (Jun 2012 - Aug 2018)

- Managed documentation for import/export activities.
- Coordinated with freight carriers and negotiated freight rates.
- Consolidated shipments to reduce costs and improve delivery times.
- Monitored inventory in storage and transit, processed insurance claims.

## **Education & Certifications**

Logistics & Supply Chain Management - Learners Point Academy, Dubai - 2022

Diploma of Associate Engineer (Mechanical) - Govt. College of Technology, Sialkot - 2010

SSLC - Science - City Public High School, Sialkot - 2006

Import & Export Documentation Course

## **Languages**

- English - Fluent
- Urdu - Fluent
- Arabic - Reading
- Hindi - Spoken
- Punjabi - Native

## Afzaal Ahmed

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### Additional Information

Date of Birth: 26 March 1991

Marital Status: Married

Passport No.: BN1166133

References: Available on request