

# PROFILE

Usman is an enthusiastic professional with over 7 years of experience in diverse sides of e- commerce and retail sectors. Proficient in Customer Service, Inventory Management, Operation management & strong negotiation skills, with a holistic understanding of the e- commerce and retail business. With getting- things-done-attitude, well versed in setting up supply chain from sourcing to delivery to the customers.

# KEY SKILLS

Customer Service, Supply Chain, Team Leader, Team Management, Inventory Management, Retail Buying, Store Management, New Customer Acquisition, Marketing Campaign Management, Order fulfillment and Microsoft Office

# LANGUAGES

English: Very good Urdu: Native

# HOBBIES

Gaming, Movies, Photography and Travel.

**CONTACT**

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**INTERNSHIPS**

Usman Asim Jan

| FMCG| RETAIL| TEXTILE| E-COMMERCE | SALES |

# EDUCATION

**Comsats University, Lahore, Pakistan** September 2012 – March 2014 Masters of Business Administration. Specialization in Marketing

**Comsats University, Lahore, Pakistan** September 2008 – June 2012 Bachelors in Business Administration. Specialization in Marketing

# WORK EXPERIENCE

**Assistant Manager – E-commerce** Haleeb Foods - Lahore, Pakistan January 2023 – November 2023

* Sales, orders and operation’s Management for Daraz. Worked with Daraz on multiple

Models (FBD & Drop Shipping), achieved KPIs to maintain official store on top positions.

* Deep dive on Performance analysis with Data suite.
* Steered B2C platforms (Cheetay Mart, Panda Mart etc.) worked on brand algorithms to have

consumer’s upbeat impressions. Rolled out campaigns to have maximum conversion Rates.

* Managed primary and secondary level order management to have smooth PO servicing.
* Developed, aligned internal and external partners.

## Floor Manager

Al Fatah Stores - Lahore, Pakistan July 2019 – Dec 2022

* Managed to send orders to Head Office on daily basis for just in time delivery of stock.
* Worked and took follow ups on main factors like Zero Sales Stock, NOS, SFS & NDI.
* Conducted demand analysis based on sales & NDI on daily basis for efficient inventory management.
* Maintained good relationship, communication and follow ups with suppliers.
* Follow up meeting with General Manager on Monthly Sales Targets, Store’s operations and

 analyzed individual staff performance.

* Made reports on stock standards of NOS items (Min & Max quantity of SKUs).

**Supply Chain Executive** Dolmen Mall - Lahore, Pakistan June 2016 - June 2019

* Cultivated and maintained strong vendor relationships, negotiated contracts, and monitored supplier performance, resulting in improved cost-effectiveness.
* Coordinated transportation logistics, optimized routes, and enhanced efficiency, resulting in a 15% reduction in transportation costs.
* utilizing historical data and market trends to improve inventory turnover.
* Identified and implemented cost-saving initiatives within the supply chain, leading to a reduction in operational expenses.
* Supervised and mentored supply chain staff, fostering a collaborative and efficient work environment.

## Marketing Officer

Sarena Textile Industries - Lahore, Pakistan Jan 2015 - May 2016

* Handled client’s inquiries
* Costing to offer final price of fabric to client (per meter fabric price)
* Product development for bulk production (samples for approval)
* Bulk Processing Advice
* Made MS Office Reports (Dispatches and Recoveries)
* Given presentation of dispatch planning & recoveries to General Manager
* Order Status and Follow ups