

# MUHAMMAD AHSAN



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## PROFESSIONAL SUMMARY

A seasoned professional with proven expertise in enhancing the efficiency of e-commerce and warehouse operations, focusing on seamlessly integrating platforms to foster smooth processes and fuel business growth. Possessing advanced capabilities in managing websites, processing orders, controlling inventory, and making data-informed decisions. Dedicated to delivering exceptional customer service, upholding rigorous quality standards, and adhering to regulatory mandates. Actively seeking a role to apply my skills and drive innovation within a forward-thinking organization primed for expansion.

## KEY COMPETENCIES

Order Fulfillment  
Logistics Coordination  
Website Management

Customer Service  
Administration  
Social Media Marketing

Attention to details  
Quick Learner  
Inventory Management

## PROFESSIONAL EXPERIENCE

### ADMIN - WAREHOUSE OPERATIONS Qualityfood rethink Grocery

Dec 2023 - Present  
DUBAI, UAE

As an Admin Operations professional, responsibilities include monitoring inventory levels, processing orders, ensuring timely shipments, managing records, coordinating with departments and suppliers, overseeing compliance and safety protocols, providing administrative support, resolving customer issues, and assisting in staff training for efficient warehouse operations.

### DIGITAL MARKETING EXECUTIVE Green Ground Landscape & Swimming Pools

Aug 2023 - Dec 2023  
DUBAI, UAE

Executed project-based digital marketing for landscape and Swimming Pool Company. Managed social media, websites, and paid campaigns, assessing performance. Enhanced brand visibility and generated leads for improved market presence.

### E-COMMERCE SUPERVISOR Bread & Beyond

July 2020 - Apr 2023  
LAHORE, PAK

Led eCommerce for food production. Oversaw inventory, logistics, ensured punctual deliveries, Optimized process, upheld safety, improved customer service with proactive communication and efficient resolutions.

### CUSTOMER SERVICE OFFICER Fertek - BPO

June 2016 - June 2017  
LAHORE, PAK

As a Customer service Officer in Cellular Company's BPO division, provided exceptional support, resolved issues, ensured satisfaction. Utilized strong communication problem-solving to maintain excellence, and meet targets.

### CUSTOMER SERVICE OFFICER Mobilink Jazz Network

Feb 2015 - June 2016  
LAHORE, PAK

Thriving on Jazz Helpline, I delivered exceptional service, addressing inquiries, resolving issues, and ensuring satisfaction. Upheld company standards, met performance goals effectively in the cellular Company.

## **EDUCATION & CERTIFICATIONS**

### **Master**

Majors: Political Science  
IUB, Pakistan

### **Bachelor**

Majors: Political Science  
IUB, Pakistan

### **Diploma of Associate Engineer**

Majors: Mechanical Technology  
SBTE, Pakistan

## **CERTIFICATIONS**

### **Engineering Skills**

City & Guilds UK

### **Machinist**

City & Guilds UK