



# IMRAN KHALID

## MERCHANDISER & SUPPLY CHAIN EXECUTIVE DRIVING LICENSE LMV

2 years' experience as a Merchandiser. Ability to handle transactions accurately. Ability to stand, walk, lift heavy items, and work with other team members in a fast-paced environment to provide excellent service.

I am a highly qualified Export & Import Processing, Logistics Management and CRM professional with over 7 years of experience in the industry.

## EXPERIENCE

### MERCHANDISER

Omina Food Trading LLC

2023 - Present

- Display the product based on FIFO.
- GRV Ensure that products are removed if damaged or expired.
- Check stock shelving and coordinate with supervisor or manager for LPO
- Ensure that Prices are accurate and clearly visible to the customer.
- Replenish stock as per the display guidelines.
- Ensure that waste or damaged products are properly recorded as per the company's SOP.

### SERVICE POINT INCHARGE

DHL Express Pvt Ltd

2016 - 2022

- Export and Import Shipments coordination and query handling support. Generate retails leads and cold calling to achieve the revenue/Volume target.
- Insanely Customer-Centric culture & Global Coordination Framework. Building strong and collaborative relationships with other internal stakeholders. Inspection all shipments.
- Generating Airway Bills, Commercial & Performa invoices.
- Using intra company software's (SAP, PC Gop, POS, Easy Ship, WebDCR etc) to full fill all of the customer need.

### GUEST SERVICE OFFICER

Savoey Hotel (Four Star Hotel)

2013 - 2015

- Handling all kinds of guest complaints and Queries. Providing guest services and satisfaction. Taking meal orders from the room guests. Forwarding meal orders to the kitchen department. Supervising to the waiters for room services. Forwarding complaints and queries to the concern department. Providing feedback to the company regarding guest complaints

 Driving license LMV

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## SKILLS

- Customer-oriented and professional attitude
- Knowledge of point-of-sale systems
- Excellent organizational and time-management skills
- Customer service skills to maintain positive customer relationships, encourage customer loyalty and resolve conflicts
- SCM Management

## EDUCATION

### MBA (OPERATIONS & SUPPLY CHAIN MANAGEMENT)

The Institute Of Management Sciences  
2012 - 2016

### BACHELOR OF COMMERCE

The Punjab University  
2009 - 2012

## LANGUAGE

English  
Hindi  
Urdu