



HAMZA IQBAL

Get in touch!

My Contact

✉ Iqbalhamza763@gmail.com

☎ +971-502819295

📍 Al Rigga Dubai, United Arab Emirates

SKILLS

- Microsoft Office (Excel, Word, PowerPoint, Access and Project)

EDUCATIONAL ATTAINMENT

- **ICS** (Intermediate in Computer Science) Punjab College Lahore, Pak

ACHIEVEMENTS

- Stood for the "**BEST PERFORMER**" in 5 months of joining Amazon.
- Awarded as an "**Innovator Mind**" in ALEZEM.
- Awarded as a **TEEN OF TALENT** from entire batch.

PERSONAL DETAILS

- **Visa status:** Transferrable Visa
- **Date of Birth:** 11 May 2000
- **Civil Status:** Single
- **Nationality:** Pakistan
- **Languages:** English, Urdu, Hindi & Punjabi

SUMMARY OF SKILLS

- A dedicated team Player who can bring your business additional professional organized approach with proactive attitude and practical work Experience.
- Possess excellent communication and leadership skills.
- Experienced e-commerce operations supervisor adept at building effective processes and obtaining reliable, accurate information for business decision making.

WORK EXPERIENCE

LAST MILE OPERATION PROBLEM SOLVER: AMAZON

DUBAI, UAE

May 2021 – Present

- Evaluate & Problem Solve for logistics, operations and other system process hurdles.
- Identify, investigate and correct shipment errors through the use of kick out, optimized out bounty problem solver (OOPS) and putty tools to ensure that customers orders are delivered.
- Follow standard check list for a smooth and efficient flow of work.
- Analyses Results and provide Ongoing Report.
- Solve Problems of RTO, Orphan and Wrong address Shipment's.
- Dedicating a Precise number of Delivery service providers vendors allocated to each zone all around Dubai.
- Manage timely data collection to Update Operations metrics to achieve productivity targets.
- Maintaining all the tracks and keeping an account of all the cancelled order's due to the reason of late delivery or item damaged which was followed by a thorough investigation and imposition of penalties.

Customer Service Representative IMG World UAE

Nov 2020 to April 2021

- Ensure that each visitor receives outstanding service by providing a friendly environment
- Guiding visitors, the tour around Protocol assistance to the tourist for special tour
- Achieve the target and promoted to team leader position.
- Oversaw customer account inquiries, accurately providing information to resolve service complaints and guarantee customer satisfaction.
- Provided friendly, attentive service by promptly responding to customer enquiries and processing order requests.

Supervisor E-COM Operation: ALEZEM Beauty

Pakistan

Aug 2018 to Aug 2020

- Manage Operations, develop and implement Process improvements, setting goals and objectives.
- Manage the day-to-day delivery operations.
- Collaborate with management team to develop monthly plans and goals.
- Ensure Coordination of Operations team, commercial team and IT.
- Responsible for training all new hired employees using safety procedures and effective production process.
- Ensure team productivity and continuous improvement to achieve operational excellence.

Hotel Receptionist: PC (Pearl Continental Hotel)

Pakistan

Jan 2018 to June 2018

- Greet all guests and assist them with check-in and check-out.
- Maintain a positive attitude and friendly demeanor.
- Respond to all guest questions and requests.
- Answer and forward phone calls.
- Manage guest bookings and reservations.

I hereby certify that the above information is true and correct to the best of my knowledge.

Hamza Iqbal