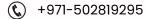
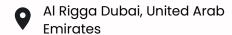


Get in touch! **My Contact**

<u>Iqbalhamza763@gmail.com</u>





SKILLS

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

EDUCATIONAL ATTAINMEMT

> 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

HAMZA IQBAL

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

WORK EXPERIENCE

LAST MILE OPERATION PROBLEM SOLVER: AMAZON **DUBAI, UAE**

> 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

May 2021 - Present

- > 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)

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.

