

KASHIF ZULFIQAR

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OBJECTIVE

I'm seeking an opportunity in an organization where I can utilize my expertise in information technology and my management experience. I'm eager to contribute my skills to drive innovation, streamline processes, and improve efficiency. With a focus on smart work and a track record of success, I aim to make a meaningful impact and surpass expectations within the team and organization. Additionally, I have three years of experience in the UAE market.

WORK EXPERIENCE

1. Distribution Manager

Pharma Connection, Abbottabad March 2020 – Present

- Lead distribution operations at Pharma Connection, ensuring timely delivery of pharmaceutical products.
- Optimize processes, manage inventory, and uphold regulatory compliance standards.
- Collaborate with teams, vendors, and logistics partners to maintain efficiency and quality service.

2. Facility Management

Grafton College, Islamabad October 2015 - March 2020

- Directed facility operations at Grafton College, ensuring smooth day-to-day functioning.
- Oversaw maintenance, security, and logistical aspects to uphold operational excellence.
- Implemented strategies for efficiency and compliance while fostering a conducive environment for learning.

3. Customer Services Officer

International Credit Information LTD. (ICIL) February 2008 – August 2014

- Offered exceptional customer service support within the PTCL project at International Credit Information LTD.
- Addressed inquiries, resolved issues, and ensured customer satisfaction through effective communication.
- Collaborated with team members to uphold service standards and meet project objectives seamlessly.

4. Fleet Tracking System Coordinator

Habtoor Leighton Group, Dubai, UAE July 2006 – December 2008

- Proficiently operated the m-track database, retrieving diverse tracking reports as needed.
- Successfully managed the Plant Equipment Database utilizing Microsoft Access, ensuring accurate and accessible data.
- Demonstrated expertise in database operation and management to facilitate smooth tracking and organization of essential information.

5. Customer Support Officer

Brain Net, Abbottabad, Pakistan June 2003 – January 2005

- Delivered expert technical support to customers, addressing their queries and resolving issues promptly.
- Corresponded with diverse organizations, presenting internet packages tailored to their needs.
- Offered hands-on technical assistance, including modem installation, dial-up configuration, TCP/IP settings, and software installations, ensuring seamless user experience.

COMPUTING SKILLS

- Proficient in operating Windows Operating Systems.
- Skilled in navigating custom computer programs effectively.
- Efficiently utilize MS Office suite for various tasks.
- Familiar with Power Page for document creation and editing.
- Possess a strong typing speed for enhanced productivity.

ACADEMIC QUALIFICATION

BCS (Bachelor's in Computer Sciences)

PERSONAL DETAILS

Date of Birth: January 5th, 1978

Languages: English & Urdu

Nationality: Pakistani