

KISMAT KHAN

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Nationality: Indian DOB: 28-05-1994 Visa Status: Employment Visa

SUMMARY

Highly Skilled and dedicated professional with over 5 years of experience seeking to be professionally associate with an esteemed organization with an objective to accept the challenges and utilize my knowledge & skills more meaningfully in the sphere of technology. Seeking to leverage my expertise to contribute towards achieving the goals and growth of your Company.

EDUCATION

Bachelor of Commerce (Management) 2015 - 2018
Gauhati University Guwahati, India

EXPERIENCE

Supply Chain & Logistics Manager 10/2022 - 08/2023
MNS Ltd Kabul, Afghanistan

- Managing inventory levels to ensure efficient supply chain operations
- Supervising warehouse operations, Effective logistics & Transportation planning
- Develop relations with vendors, Analyzing demand forecasting & implementing cost control measures efficiently
- Managing risks effectively & strive for continuous improvement
- Regularly analyze data & Communicate within the Company

Finance & HR/Admin Officer 08/2020 - 10/2021
MNS Ltd Kabul, Afghanistan

- Managing financial records & transactions, Preparing budgets & Managing payroll & employee expenses
- Overseeing office operations & supplies, Preparing & submitting financial & HR reports
- Communication & Collaboration within Organisation
- Identifying & resolving financial & HR-related issues & Continuously improving skills.

Sales & Inventory Officer 07/2019 - 07/2020
Plan Future Publication Kabul, Afghanistan

- Making B2B, B2C & telesales sales using ERP s/w and providing customer service
- Preparing financial reports & procurement of goods with maintaining proper documentation
- Maintaining inventory & stocks, Warehouse management, Recording customer needs & Reporting to CEO.

General Service Manager 11/2018 - 12/2019
Allied Nation Travel & Tours Agency Kabul, Afghanistan

- Provided exceptional service to customers, consistently earning recognition from customers
- Managing & overseeing the customer service operations to ensure clients have positive experiences
- Handling inquiries, resolving complaints, coordinating with other departments, and implementing strategies to improve customer satisfaction
- Worked under strict timelines to ensure 100% customer satisfaction Introduced loyalty programs or incentives for repeat customers, to increase sales
- Successfully handled crisis situations such as flight cancellations

Sales Executive 12/2017 - 10/2018
Mahesh Motors Pvt.Ltd Guwahati, India

- Making Sales using up selling and cross selling techniques.
- Meeting daily, weekly, and monthly sales targets and developing sales strategies.
- Building a rapport with potential customers to improve the possibility of a sale in the future.
- Maintaining reporting structures and recording sales and inventory on our CRM software



ACHIEVEMENTS

Contributed to Successful Company Launch

Played a pivotal role in the successful launch of Plan Future Publication, Collaborated closely with the leadership team to develop and execute the company's strategic vision and business plan,

Increased Sales Revenue at ANTTA

Achieved a 30% increase in sales revenue within six months through strategic marketing campaigns within and client relationship management.

SKILLS

HR · Finance/Admin ·

Service Oriented & Customer Service ·

Logistics & Warehouse Management ·

AI & Big Data ·

Curiosity & Lifelong Learning ·

Resilience, Flexibility & Agility ·

Communication & Teamwork ·

Negotiation & Problem Solving ·

Technological Literacy

STRENGTHS

Customer Service

Excellent in providing high-quality service

Exceptional Communication Skills

Proficient in building strong customer relationships, resulting in a 20% increase in repeat business.

TRAINING / COURSES

Understanding your Customers

Via The Open University

Understanding Operations Management

Via The Open University

Language

English, Hindi, Farsi, Bengali, Urdu, Pashto, Arabic