

MUHAMMAD AHSAN

E-COMMERCE | ADMINISTRATIONS | OPERATIONS | CUSTOMER SERVICE



Passport Expiry : August, 09, 2027

Visa Status : Residence Visa

Expiry : Sep 2025



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SUMMARY

A seasoned professional with proven expertise in enhancing the efficiency of e-commerce Fulfillment and warehouse operations, focusing on seamlessly integrating platforms to foster smooth processes and fuel business growth. Possessing advanced capabilities in managing websites, processing orders, controlling inventory, and making data-informed decisions. Dedicated to delivering exceptional customer service, upholding rigorous quality standards, and adhering to regulatory mandates. Actively seeking a role to apply my skills and drive innovation within a forward-thinking organization primed for expansion.

EXPERIENCE

ADMIN - ECOMMERCE FULFILLMENT & WAREHOUSE OPERATIONS

Life Qualityfood Rethink Grocery Warehouse

Dubai, UAE

12/2023 - Till Date

- Drive continuous improvements for enhanced eCommerce fulfillment performance.
- Process customer orders for timely and accurate shipments.
- Manage records and documentation for smooth operations.
- Collaborate with internal teams and suppliers to optimize workflows.
- Coordinate with vendors (Talabat, Deliveroo, Noon, Careem, Instashop, Wee Marketplace, and Dubai Store) for timely deliveries and optimal inventory levels.
- Work with logistics companies to improve out-of-city transportation processes.
- Manage the company website and vendor portals, ensuring functionality and content accuracy.
- Monitor and manage inventory levels for accuracy.
- Provide administrative support to warehouse staff.
- Address and resolve customer concerns promptly.
- Participate in staff training to enhance skills and efficiency.

DIGITAL MARKETING EXECUTIVE

Green Ground Landscape & Swimming 08/2023 - 11/ 2023 Dubai, UAE

Group of Landscape, Pools & Technical Works

- Managed Websites & all Social accounts
- Website optimization.
- Social Accounts Optimization
- Paid/Organic Campaigns. Google ads, Meta ads

EDUCATION

MASTER`S

POLITICAL SCIENCE

The Islamia University,
Bahawalpur, Pak 2018

BACHELOR`S

ARTS

The Islamia University,
Bahawalpur, Pak 2014

DIPLOMA OF ASSOCIATE ENGINEER

MECHANICAL TECHNOLOGY

Sindh Board Of Technical Education,
Karachi, Pak
2012

SECONDARY SCHOOL CERTIFICATE

SCIENCE

Board Of Secondary Education
Karachi, Pak
2009

CERTIFICATES

ECOMMERCE

**SOCIAL MEDIA MARKETING
MS OFFICE**

E-COMMERCE SUPERVISOR

DAWN Group (ATA Bakery solution) Bread&beyond, Lahore, Pak
07/2020 - 04/2023

FMCG Company

- Led eCommerce operations for food Deliveries, boosting overall performance.
- Coordinated logistics for timely deliveries.
- Optimized processes for enhanced operational efficiency.
- Improved customer service through proactive communication.
- Developed digital marketing strategies to increase online visibility.
- Analyzed performance metrics to maximize ROI.
- Managed social media for customer engagement and product promotion.
- Created targeted email campaigns to enhance customer retention.
- Collaborated with design teams for engaging online content.

CUSTOMER SERVICE OFFICER

Zong CMPak, Lahore, Pak 02/2018 -08/2018

CELLULAR HELPLINE

- Provided information and solutions to customer issues.
- Conducted follow-up calls to ensure customer satisfaction.
- Stay updated on company policies and product information.
- Achieved performance metrics for call handling and customer satisfaction.
- Provided feedback to improve helpline services.

CUSTOMER SERVICE OFFICER

Ferotek PVT LTD, Lahore, Pak 06/2016 - 06/2017

BPO Company

- Promoted cellular services to potential customers.
- Stay updated on cellular products and services.
- Understand and recommend suitable plans.
- Converted leads by communicating benefits and addressing objections.
- Nurtured leads through follow-up calls.
- Addressed inquiries and resolved service issues.

CUSTOMER CARE REPRESENTATIVE

MOBILINK/JAZZ, Lahore, Pak 02/2015 - 06/2016

- Handled customer inquiries related to SIM services and products.
- Offered accurate information about SIM plans, activation processes, and promotions.
- Addressed and resolve customer issues, including SIM activation, deactivation, and billing inquiries.
- Engaged with customers to understand their needs and provide tailored solutions.

RELEVANT SKILLS

Warehouse Management:

- Order Fulfillment
- Logistics Coordination
- Website Management
- Customer Service
- Administration
- Inventory Management

Digital Marketing:

- SEO (Search Engine Optimization)
- SEM (Search Engine Marketing)
- Social Media Marketing
- Content Marketing
- Email Marketing

Ecommerce Platform Knowledge:

- Listing-optimizing
- Shopify
- Odoo
- Amazon
- Deliveroo
- Noon
- Careem
- Talabat
- InstaShop

Customer Service Skills:

- Communication
- Problem-solving
- Empathy

Leadership and Management:

- Team Management
- Project Management

Analytical Skills:

- Performance Metrics

Time Management:

- Prioritization

REFERENCES

Provided upon demand.