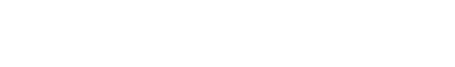




**Munawar Iqbal**



**|IT Manager/E-Commerce Manager|**



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**-**



Visa Valid

Till

:

08

-

2025



**CAREER OBJECTIVE:**

Seeking a challenging assignment in **IT Manager/E-Commerce Manager** to utilize my academic & professional knowledge, thus, leading to growth and development of the Organization and career advancement.

**CAREER PROFILE:**

**IT Professional** with more than 10 years of experience in:

|  |  |  |
| --- | --- | --- |
| SAP / E-Commerce | Cloud Computing | Enterprise Resource Planning (ERP) |
| IoTs (Internet of Things) | Cybersecurity | Data Governance & Compliance |
| Network Infrastructure | SIEMs | Firewalls |
| Business Intelligence | Database management | Project management |
| Ecommerce development | IT Service Management | Digital Marketing |

* **Prepare** quotations and pro forma **invoices**, ensuring all relevant information is provided to customers.
* **Proactively** manage order progression by obtaining price and credit approvals and securing product allocation.
* **Coordinate** with shippers and **transloaders** to execute bookings and ensure timely payment to **vendors**, **suppliers**, and service providers.
* **Handle** export documentation for multiple accounts in various stages, adhering to strict **timelines**.
* **Manage** communication channels between suppliers, shippers, customers, and internal teams, ensuring accurate relay of information.
* **Obtain** export certificates from government agencies in compliance with **shipment** requirements.
* **Ensure** compliance with customs, **export**, and foreign trade laws, as well as federal transport regulations.
* **Initiate** timely invoicing and collaborate with the accounting department to ensure **accuracy**.
* **Identify** risks and **opportunities** in logistics planning, leading to cost-effective and efficient **transportation** of company products.
* **Process** freight claims and **address customer** complaints promptly.
* **Review**, prepare, and invoice for payment, while also **auditing export files** for compliance and maintaining **database** records.

**SKILLS:**

|  |  |  |  |
| --- | --- | --- | --- |
| SAP | Spreadsheet | Metadata | SQL/PLSQL |
| IT Infrastructure | Data Preparation | Data Exploration | Data driven Data integrity |
| Professional email writing | DataViz | Automation | System administration |
| ETL | Data collection | Data aggregation | Problem-Solving |
| Analytical Thinking | Decision making | Time Management | Communication |
| Data driven | Statistical Methodology | Collaborative Teamwork | Research Skills |
| Flexibility | Agility | Market Trend Analysis | Technical versatility |
| Case study | Data Storytelling | Interpersonal | Data Entry |
| Dashboards & Reporting | Creativity | Questioning | Adaptability |
| Data Interpretation | Critical thinking | Data Ethics | Agile & Scrum |

**PROFESSIONAL WORK EXPERIENCE:**

**Organization:** **ZAHID LLC**

***(An E-Commerce Company likewise Noon)***

**Tenure:**  July 2019 – present

**Designation:** IT Manager / E-Commerce Manager

**Responsibilities:**

* Plan for and implement scalable solutions to accommodate increasing user traffic while optimizing platform performance.
* Integrate secure and reliable payment gateways, ensuring seamless and efficient online transaction processing.
* Develop and implement systems for inventory tracking and management, integrating with suppliers for product availability.
* Implement analytics tools to track user behavior and sales performance, generating and analyzing the trends.
* Implement CRM systems for effective customer communication and personalized interactions based customer data analysis.
* Integrate with logistics and shipping services to optimize order fulfillment and implement real-time tracking systems.
* Oversee the strategic planning and development of the e-commerce platform, ensuring alignment with business goals.

**Achievement:**

* Strategically reduced costs by 50% through data-informed coupon utilization.
* Improved profitability of the product in portfolio by 40%.

**Organization:** **Government of Punjab**

***(A Govt. Organization likewise Digital Dubai)***

**Tenure:**  July 2005 –July 2019

**Designation:** Assistant IT Manager

**Responsibilities:**

* Design and optimize database systems, recommending enhancements for improved performance and ensuring efficient utilization of data warehouse resources.
* Develop diverse ETL processes and construct OLAP cubes, while maintaining databases, OS scripts, and supporting tools for process automation.
* Collaborate closely with the Head of Analytics to integrate data from various sources into the Data warehouse, contributing to new component designs.
* Monitor and resolve operational or data issues within ETL pipelines and Data marts.
* Uphold Retail corporate policies and ensure compliance with laws, regulations, and cultural practices of operating countries.
* Exemplify and uphold the company values, ensuring adherence within the department.
* Possess extensive knowledge of cloud computing, utilizing various databases, executing ETLs, and formulating complex queries on platforms like AWS, GCP, etc.
* Demonstrate expertise in building predictive analytics models using AI & Machine Learning.
* Promote the adoption of the organization's frameworks by providing documentation, training, sample code, and support.
* Proven experience in Project Management and ERP Implementation/enhancements.

**Achievements:**

* Successfully spearheaded the digitization initiative across multiple government sectors, transforming manual correspondence into digital formats to overcome latency challenges.

**Organization:** **Meraj Agro Chemicals, Pakistan**

**Tenure:**  April 2005 – Sep 2005

**Designation:** IT Admin

**Responsibilities:**

* Managed the MIS System for Finance, Sales, and Salaries, overseeing the generation of diverse monthly reports to facilitate informed decision-making.
* Developed and implemented a comprehensive backup policy and disaster recovery plan, ensuring data integrity and system resilience.
* Led the installation, configuration, and maintenance of diverse computer systems and software, ensuring seamless functionality and optimal performance in alignment with organizational objectives.

**ACADEMIC EDUCATION:**

|  |  |  |
| --- | --- | --- |
| **DEGREE/CERTIFICATION** | **EXAMINING BODY:** | **YEAR** |
| **Masters in Computer Sciences** | **University of South Asia** | **2018** |
| **Bachelor of Science in Computer Science** | **University of South Asia** | **2004** |

**CERTIFICATION/ ADDITIONAL SKILLS:**

|  |
| --- |
| * MS Office - (All versions MS Word, Excel & Power Point) |
| * CA & Database Management- (STTI) |
| * ITILs - (Certified) * CCNA - (CORVIT) * MCSE - (CORVIT) |
| * Cloud Computing - (Certified) * Microsoft UP - (Certified) |
| * Programming languages(C/C++,SQL/PLSQL, Java, Python) |

**REFERENCE:**

Reference will be furnished on demand.