



MUHAMMAD MAIRAJ UDDIN

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ABOUT ME

A challenging position, utilizing developed through education with the opportunity for professional growth based on performance. you can provide a description of yourself here...

WORK EXPERIENCE

05/05/2024 - CURRENT Karachi, Pakistan

CLIENT SERVICES EXECUTIVE DSV: GLOBAL TRANSPORT AND LOGISTICS

- Contact for customers, handling inquiries, complaints, and requests related to warehouse operations.
- Provide prompt and courteous responses, addressing customer concerns and ensuring their satisfaction.
- Receive and process customer orders, ensuring accuracy and timeliness.
- Coordinate with warehouse staff to full fill orders and arrange for shipment or delivery.
- Maintain accurate inventory records and monitor stock levels to meet customer demands.
- Collaborate with warehouse personnel to track inventory movements, perform stock checks, and ensure timely replenishment of products.
- Update customers on the availability and status of their orders.
- Maintain organized and up-to-date records of customer interactions, orders, and related documentation. Generate reports on order status, inventory levels, and customer inquiries. Provide regular updates to management regarding customer feedback and issues.
- Address and resolve customer complaints or issues related to orders, shipments, or product quality. Investigate and analyze problems, identify root causes, and propose appropriate solutions. Escalate complex or unresolved issues to the relevant departments or supervisors.
- Continuously evaluate customer service processes and identify areas for improvement. Suggest and implement enhancements to streamline order processing, improve customer satisfaction, and increase operational efficiency.

03/11/2015 - 30/04/2024 Karachi, Pakistan

SENIOR WAREHOUSE INVENTORY EXECUTIVE TML LOGISTIC TELECOMMUNICATION (ERICSSON TELECOM PROJECT)

- Achieve high levels of customer satisfaction through excellence in receiving, identifying, dispatching and assuring quality of goods
- Measure and report the Effectiveness of warehousing activities and employees performance
- Organize and maintain inventory and storage area
- Ensure shipments' and inventory transactions' accuracy
- Communicate job expectations and coach employees
- Determine staffing levels and assign workload
- Interface with customers to answer questions or solve problems
- Maintain items record, document necessary information and utilize reports to project warehouse status
- Identify areas of improvement and establish innovative or adjust existing work procedures and practices
- Confer and coordinate activities with other departments
- Look after and lead the Jazz project and do everything working related to Jazz Project
- Smooth operations in coordination with requester departments
- Ensure uninterrupted operations by the outsourced vendor for any emergency related issuance in order to avoid any risk of downtime of PMCL network
- Monitoring of warehousing activities, Staking standards Performs the monthly audit with PMCL Costumer
- Performs the Quarterly audit with PMCL Costumer
- Performs the Yearly audit with PMCL Costumer
- Monthly physical verification.
- Maintained and working costumer Compliance found during the audit
- Slow moving and dead inventory reporting as per needed in Costumer for disposal
- Maintained all transaction in Oracle Software related to Warehouse operations
- Maintained all transaction inbound & Outbound in SAP software related to Warehouse operation
- Preparation of recon report with physical inventory and share to Costumer
- Maintained the JAZZ Equipment Balancing Report Issuance report and reconciliation report in weekly basis and share to costumer for timely
- Working of WMS (Warehouse Management System)
- Apply FIFO complains in Issuance of good material
- Maintained Key permanence Indicate report in Monthly Basis and Share to Costumer
- Optimized space utilization, allowing for increased storage capacity.

- Managed large-scale shipments, resulting in Efficient distribution process.
- Facilitated smooth Flow of goods for timely order Fulfillment.

05/05/2011 - 30/11/2014 Pakistan

WAREHOUSE OPERATIONS OFFICER (JAZZ TELECOM PROJECT) TCS LOGISTIC PRIVATE LIMITED

- Manages warehouse operations by stock control.
- Inventory management, and motivating Warehouse Team.
- Develops warehouse design by planning layout, product flow, and product handling systems.
- Develops warehouse operations systems by analyzing process work flow and implementing changes.
- Regular monitoring and analyzing different kind of tools and materials
- Responsibility in receiving & checking of materials deliveries, duties to check the quantity & quality of items received, as per purchased order description and specification required
- Material Receiving and GRN posting to Costumer Software
- Material Inventory and Monitor Stock Availability
- Arrange and segregate material in their corresponding location Monitor Warehouse to warehouse Movement
- All inbound & outbound transaction posting in Costumer software AIMS
- Prepare manual issued receive voucher
- Demand and procurement
- Carry out all stores taking of store
- Inspire of all store thoroughly
- Prepare & produce all documents through computer.
- Oversaw daily operations for smoother workflow.
- Prioritized tasks effectively under pressure, met critical deadlines.
- Resolved conflicts between team members promptly, fostered a harmonious work environment.
- Enhanced operational Efficiency with systematic procedure implementation

03/03/2005 - 05/05/2010 Karachi, Pakistan

WAREHOUSE ASSOCIATE (JAZZ TELECOM PROJECT) PAKISTAN MOBILE COMMUNICATION PVT LTD

- Supervise the team for all operational activity Maintain Type of Ledger or Book Keeping
- To maintained detailed inventory of equipment in warehouse & maintain a record of all received / issued & faulty equipment
- Maintaining separate inventories for Deployment & Operations Departments
- Prepared monthly Reconciliation file.
- Responsible for receiving, issuing and storing of MOTOROLA, HUAWEI, ALCATEL, SIEMENS and POWER Equipment and Fire Alarm system
- Prepared monthly Physical Database Sheets of OUT DOOR EQUIPMENT, MICRO, BTS ANTENNA & others equipment. Responsible of various activities of Warehouse like: Shifting the equipment from warehouse to warehouse, assigning the work to other team members
- Total control on Left over, Obsolete and Faulty equipment (Inventory and Proper Documentation) To ensure the shifting (In & Out) of all equipment is contain proper documentation
- All inbound & outbound data maintained in system AIMS (Assets Inventory management system) related to operation
- Responsibility of Monthly, Quarterly, and External Audit with Costumer.
- Conducted research for informed decision-making processes.
- Improved Efficiency by streamlining Office processes.
- Organized files to increase ease of access.
- Updated client database to ensure up-to-date information.

● EDUCATION AND TRAINING

06/06/2003 - 06/06/2005 Karachi, Pakistan

INTER COMMERCE Intermediate Board of Education Karachi

Level in EQFEQF level 2

10/03/2001 - 15/02/2003 Karachi, Pakistan

MATRIC GOVT Karachi Board

Level in EQFEQF level 2

● LANGUAGE SKILLS

Mother tongue(s): **URDU**

Other language(s):

| | UNDERSTANDING | | SPEAKING | | WRITING |
|----------------|---------------|---------|-------------------|--------------------|---------|
| | Listening | Reading | Spoken production | Spoken interaction | |
| ENGLISH | B1 | B2 | A2 | A2 | B1 |

DIGITAL SKILLS

ERP reporting system | Microsoft Office (Outlook, Excel, Word, Power Point) | Oracle User | Good command of SAP | Stock/ Inventory Control | Excellent command of Microsoft Office (Word, Excel, Outlook) | Good Communication and Writing Skills | WMS Software | Warehouse managements | System Knowledge | Good organizational and team work coordination skills | Inventory Audit

HONOURS AND AWARDS

27/06/2007

SMART & HARD WORKER - PAKISTAN MOBILE COMMUNICATION PVT LTD

Appreciation Certificates & Award (performing and Smart Worker)..

HOBBIES AND INTERESTS

SPORTS

I am like and playing a Cricket in free time.

CERTIFIED TRAINING

30/08/2019 - 31/08/2019

Supply chain Management System

Participating Training Workshop on Logistic Role in SCM,

23/11/2018 - 24/11/2018

Fire Safety & Disaster Management

Fire Safety & Disaster Management

CUSTOM

Skills

Customer Service Excellence:

Efficiently manage customer inquiries, complaints, and requests with a focus on satisfaction.

Inventory Management:

Maintain accurate records, monitor stock levels, and optimize space utilization.

Warehouse Operations:

Oversee and streamline large-scale operations, ensuring quality control and adherence to best practices.

Order Processing & Fulfillment:

Process and fulfill orders accurately and timely, coordinating shipments and deliveries.

Team Leadership & Training:

Lead and motivate teams, develop training programs, and manage staffing levels effectively.

Reporting & Documentation:

Generate detailed reports, conduct audits, and maintain thorough documentation for compliance.

Problem-Solving & Continuous Improvement:

Identify and resolve issues, implement process improvements, and enhance operational efficiency.

Technical Proficiency:

Utilize warehouse management systems (WMS), Oracle, SAP, and Microsoft Office Suite effectively.

Logistics Coordination:

Coordinate with staff and departments to ensure smooth operations and efficient distribution processes.