

MUHAMMAD FAIZAN

INBOUND TEAM LEAD AT DARAZ (ALIBABA GROUP) |
FULFILMENT WAREHOUSE |



CONTACTS

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MULTAN ROAD LAHORE,
Lahore, Pakistan

ABOUT ME

Dynamic with 7 years of experience at DARAZ.PK. Proven track record of honing vital skills like Organizational ability, Communication, Teamwork, Creativity, Leadership, and Self-Motivation. Seeking to harness these skills and experience for your team and contribute to driving your company's success. Excited to embark on this journey with you.

LINKS

LinkedIn:
<https://www.linkedin.com/in/muhammad-faizan-b49...>

SKILLS

ORGANIZATION

COMUNICATION

TEAMWORK

CREATIVITY

LEADERSHIP

Self-Motivation

Creativity

PERSONAL DETAILS

Date of birth
19-04-1997

Nationality
Pakistani

Marital status
Single

WORK EXPERIENCE

Inbound + Receiving Officer, DARAZ.PK, Lahore
Oct 2016

- Supported management in upholding precise inventory documentation for in-house supplies and equipment.
- Recorded delays in receiving and identified challenges to contribute to effective resource allocation and production scheduling.
- Communicated incidents of damaged items and accidents to supervisors, implementing necessary corrective actions.
- Efficiently labeled and packaged items for shipping purposes.
- Verified received goods against purchase orders or invoices for accuracy.

Inbound Supervisor, DARAZ.PK
Aug 2018

- Supervising warehouse staff and daily activities.
- Managing, evaluating, and reporting on department productivity.
- Track and coordinate the receipt, storage, and timely delivery of goods and materials.
- Improved team performance by providing direction and hands-on support.

Sort Supervisor, DARAZ.PK, Lahore
Feb 2020

- Managed team to ensure fast, efficient sorting processes.
- Utilized accurately routed items to their respective hubs, while also validating addresses for any improperly labeled items.
- Conducted routine quality assessments on all incoming materials from vendors, as well as on outgoing products for shipping purposes.
- Oversaw the organization and maintenance of files and records, while also assuming support tasks that enabled managers to concentrate on more pressing obligations.

Inbound Team Lead, DARAZ.PK, Lahore
Jun 2022

- Led a team of customer service representatives, fostering a positive and collaborative work environment.
- Conducted regular team meetings to discuss goals, challenges, and strategies for improvement.
- Provided coaching and feedback to team members to enhance their performance and professional development.
- Collaborated with cross-functional teams to identify and implement process improvements.
- Implemented a system for handling escalated cases with a focus on customer satisfaction and retention.
- Utilized this information to anticipate and proactively address common issues, reducing the number of inbound queries.
- Implemented a continuous improvement mindset by regularly reviewing data and identifying areas for enhancement.
- Highlighted any notable trends or issues observed daily.
- Presented weekly work plans detailing the team's objectives, priorities, and focus areas for the upcoming week.
- Compiled comprehensive monthly performance reports summarizing key performance indicators (KPIs) and metrics.
- Provided an analysis of trends, achievements, and areas for improvement for the month.

EDUCATION

Matriculation, Lahore Board, Lahore
2011

Intermediate, BISE Lahore, Lahore
2016

REFERENCE

References available upon request