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## Raees Ahmed, E-commerce Manager/ Operation & Warehouse Manager

Results-driven Manager with 6+ years' expertise in executive support, project management, and team leadership. Proven track record transforming vendor relations and driving revenue through strategic product initiatives. Innovator in customer support and logistics optimization. A dynamic leader with a knack for achieving business success through strategic thinking and technical prowess. Let's elevate your team and exceed goals together!

### Personal

Nationality Pakistani Driving license No  
Place of birth Burewala, Pakistan Date of birth 22/01/1993

### Employment History

#### E-commerce Manager/ Operation & Warehouse Manager at Homsstore.com, Lahore

December 2017 — December 2023

- **Executive Support:** Comprehensive admin support to CEO, managing calendars, meetings, and reports.
- **Project Management:** Oversaw strategic projects, ensuring alignment with goals and timelines.
- **Team Leadership:** Supervised and mentored a dynamic team for a high-performance culture.
- **Stakeholder Engagement:** Built relationships for overall organizational success.
- **Research and Analysis:** Conducted market research and competitor analysis for informed decisions.
- **Communications:** Drafted internal/external communications, including press releases.
- **Compliance:** Ensured legal compliance, actively engaged in risk assessment.
- **Continuous Improvement:** Identified opportunities for efficiency and innovation.
- **Vendor Management:** Utilized Peach-tree and Quickbooks for streamlined collaboration.
- **Product Hunting and Uploading:** Strategically used tools for product range expansion.
- **Technical Support:** Navigated technical complexities with TeamViewer, AnyDesk, and Zoho Assist.
- **Logistics Management:** Managed Shopify orders and logistics through various services.
- **Customer Support and Complaints Management:** Efficiently handled support and streamlined complaints.
- **Operations Management:** Optimized operations using PTCL CRM, Slack, and strategic tools.
- **Strategies Development:** Developed business strategies supported by JIRA.
- **Packing Department Management:** Enhanced efficiency with tools like Label Joy and Endnote.
- **Photography and Editing:** Utilized Adobe Suite, Canva, and others for visual appeal.

- **Procurement and Inventory Management:** Managed precision using QuickBooks POS, Peach-Tree, and Excel.
- **Warehouse and HR Management:** Facilitated through strategic use of Shopify, QuickBooks, and Excel.
- **Financial Management:** Supported cash flow and finance with QuickBooks, Peach-Tree, and Excel.
- **Tax Return and Audit Management:** Executed meticulous management through QuickBooks and Excel.
- **Social Media Management:** Utilized Facebook, Instagram, and TikTok for an engaging presence.
- **Achievements and Leadership:** Drove business success, transformed vendor management, and led teams.
- **Technical Proficiencies:** Proficient in Shopify, Web Designing, Quick Books, Peach-Tree, Adobe Suite, Microsoft Office, CRM, and more.

## **CSR ( Customer Service Representative) at PTCL ( Pakistan telecommunications company limited), Lahore**

March 2017 — December 2017

**Customer Assistance:** Respond to customer inquiries and concerns regarding technical issues with PTCL services, ensuring a positive customer experience.

**Problem Resolution:** Diagnose and troubleshoot technical problems reported by customers, providing effective solutions and resolutions within a reasonable timeframe.

**Communication Skills:** Exhibit strong communication skills to convey technical information in a clear and understandable manner, fostering customer confidence and satisfaction.

**Product Knowledge:** Stay updated on PTCL products, services, and technological advancements to provide accurate and relevant information to customers.

**Documentation:** Maintain accurate and detailed records of customer interactions, technical issues, and resolutions in the company's systems.

**Adherence to Policies:** Ensure compliance with PTCL policies and procedures while handling customer interactions and resolving technical issues.

## **SQA Engineer ( Software Quality Assurance) at ilsa interactive, Lahore**

June 2016 — January 2017

### **- Testing Excellence:**

- Conducted thorough testing for diverse projects, ensuring high-quality software within tight deadlines.

### **- Test Planning and Execution:**

- Developed and executed meticulous test plans, identifying, reporting, and tracking defects for optimal functionality.

### **- Automation Proficiency:**

- Implemented automated testing, reducing cycles and enhancing efficiency with industry-standard tools.

### **- Collaborative Approach:**

- Worked closely with cross-functional teams, providing valuable input throughout the development lifecycle.

### **- Process Optimization:**

- Contributed to continuous improvement, identifying areas for enhancement and implementing testing best practices.

### **- Documentation and Reporting:**

- Maintained detailed documentation of test cases, results, and defects, ensuring clear and concise reports.

Education

**Bachelors in Computer Science , University of Lahore , Lahore**

August 2013 — July 2017

Proud University of Lahore Computer Science graduate with a blend of theoretical knowledge and hands-on experience. My academic journey cultivated a strong foundation in cutting-edge technologies, enhancing my technical expertise.

**ICS ( Intermediate in Computer Science), GOVT. Degree Collage Burewala, Burewala**

June 2010 — April 2013

Intermediate in Computer Science: Navigating the Digital Realm with Distinction.

**Matriculation , Tabindah Model High School Burewala, Burewala**

June 2008 — May 2010

Matriculated with Distinction, Fuelled by Science, and Secured a First Division Triumph.

Skills

**Project Management Skills**

**Public Speaking**

**Ability to Learn Quickly**

**Analytical Thinking Skills**

**Highly responsible and reliable**

**Adobe Illustrator**

**Hard Working**

**Flexibility and Adaptability**

**Self-motivation**

**Leadership and Teamwork**

**Critical thinking and problem solving**

**Microsoft Office**

**Effective Time Management**

**Multitasking Skills**

**Warehouse management**

**Inventory management**

**Customer Service**

**Management Skills**

**Highly organized and efficient**

**Excellent Communication Skills**

**Data Analysis**

**Attention to Detail**

**Ability to Work Under Pressure**

**Adobe Photoshop**

**Conflict Resolution**

**Interpersonal Skills**

**Decision Making**

**Microsoft Excel**

**Computer Skills**

**Financial Management**

**Office management**

Languages

 **English** Highly proficient

 **Pashto** Working knowledge

 **Urdu** Native speaker

 **Punjabi** Highly proficient

Hobbies

**Sketching, Bike Riding, Poetry, Music, Coin & Stamp collecting, Reading**

References

**Home Mattress Store from Homsstore.com**

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