



0551949019

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Dubai

SAIFUDDIN AHMED CHAND

LOGISTIC ASSISTANT

PROFESSIONAL SUMMARY

Logistics / Warehouse / Backoffice Executive

Forward-thinking Warehouse / Logistics Lastmile Operations Executive bringing 7 years of expertise in Lastmile operations for Logistics/Warehouse sector businesses. Cultivates rapport with individuals to optimize project goals and output, resolve complex problems and deliver innovative improvement strategies. Proficient in MS Office

Seeking TL/Hub In charge level assignment in logistics sector or service industry with an organization of high repute.

SKILLS

- Microsoft Office Suite
- Time Management
- Communication Skills
- Customer Service
- Multi-tasking
- Problem Solving
- Scheduling
- Organizational Skills
- Interpersonal Skills
- Lastmile/warehouse operations
- Inventory management
- Work planning & prioritization
- Positive attitude towards work
- Documentation
- Material Handling
- MS Office Google sheet
- Costomer support
- Hub Audit
- Office Assistant
- Cashier /DOE Executive
- Back office Executive
- Computer proficiency / Data Entry

LANGUAGES

- English
- Hindi
- Urdu

EXPERIENCE

- August 2016 - April 2024

Logistics Assistant

Flip kart / India, Maharashtra

PROFILESUMMARY.

MBA in Finance from JNTU Hyderabad

Proficient in finding and resolving malfunctions, using exceptional technical and communication skills.

Worked on delivery process and Staff Management System.

Handling daily Inbound-Outbound

consignments, maintain day to day shipment reconciliation with zero

loss,handling cash reconciliations. Ensures daily huddle conducts.

Communication over e-mail with customer service team, head office, zonal office etc.

- March 2012 - June 2015

Operation executive

DTDC courier cargo / India, Maharashtra

Lastmile / Warehouse operations Inventory management

Work Planning and Prioritization Positive attitude towards work Documentation

Train and supervise logistics personnel to ensure adherence to standards and procedure

Keeps accurate records and reports on training, operations, and any incidents or accidents

Coordinate with suppliers, manufacturers, and customers to ensure timely delivery of goods

Compiled and analyzed delivery data and metrics to identify areas for improvement and implement corrective actions

Creating Runsheet managing routes and grooming executives

Inventory:

Maintained inventory control and ensured accurate tracking of packages in the delivery process

Material and shipment handling as per SOP

Record daily deliveries and shipments to reconcile inventory

Cashier:

COD collection from the executives as per ERP system and maintaining accurate records daily.

Verifying the COD / Online transactions details as per ERP and reporting to higher management if any discrepancy

Deposition of COD amount as per report on given timeline Daily COD reconciliation

Backoffice:

Reducing customer escalations by timely delivery and followups from executives

Providing solutions for escalations with detailed RCA

Checking daily mails and customer complaints and planning to reduce escalations and complaints

CUSTOM

- May 2012 - June 2015 / India, Hyderabad

MBA

2015 MBA In Finance from JNTU Hyderabad

2011 B. Com from University of Pune

2007 H.S.C (12th) from Govt Junior college