



USMAN WAHEED

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DOB:12-Aug-1991

OBJECTIVES

Looking for an opportunity where I can leverage my experiences in Logistics Operations with Optimized strategies. I desire to have a hands-on, proactive troubleshooting challenge where I will rapidly recognize problems, develop viable solutions and identify process improvement initiatives.

SUMMARY

A result oriented professional with more than 7 years of experience in reputed Logistics Company with Supply chain and customer service experience.

Expertise in handling logistics and customer services operation.

EXPERIENCE

Assistant Manager Warehouse

Cheetay Logistics Pvt Ltd Lahore (**Sep 2021 and Nov 2023**)

- Keeping an eye on all inventory levels across all the stores
- Making sure that the damaged and returnable items are stored and recorded properly for returning to vendors
- Implementation of pre-defined SOP's
- Complete responsibilities of overall warehouse operation
- Doing random audit of stores making sure that there is no damaged/expired items are placed over the shelves
- Making sure the quality of the products received are as per required standards
- Making sure that there is no loop-hole for anyone to obtain any type of advantages
- Complete Knowledge of warehouse management and warehouse operations
- Complete responsibilities of overall warehouse operations
- Use of ERP(Microsoft 365 Dynamics) for Inventory management
- Ability to work both independently and as part of a team to achieve project goals
- Supervise other staff and delegate responsibilities
- Recruit, train, and supervise a team of retail staff

Assistant Manager Logistics

Cheetay Logistics Pvt Ltd Lahore (**Oct-2019 to Aug-2021**)

- Responsible for ensuring the efficiency of business process through covering the last mile for the customer in general.
- In specific, I was accountable for end to end product delivery through defined mediums,
- procuring the equipment to optimize fleet efficiency and to address urgent requirement of the process for effective business cycle.
- In addition, my role at glance is to achieve functional KPIs, improving fleet efficiency and gearing up the staff with required skill set by arranging training sessions and making a complete process of their training
- To handle recruitment of riders in the city

- Making sure the availability of training material at the time of hiring
- Making sure that the training material is up to date
- Training of the riders
- Lead a team of riders
- To resolve rider queries
- Optimizing and overseeing delivery operations to ensure efficiency
- Ensure availability of riders accordingly
- Maintain riders data, their activity report that must be accurate, well organized, and up-to-date
- Managing end to end deliveries of Dairy Vertical
- Ensure all operations are carried on in an appropriate, cost-effective way
- Looking after Supply of Fruits and vegetables to all grocery stores of Cheetay Logistics
- Making sure that all the supplies are up to the mark
- Making sure packing and sorting is done in such a way that the wastage is minimum
- Keeping a keen eye on dispatch of FnV to all the stores
- Oversee inventory levels, ordering, and restocking processes.
- Conduct regular stock assessments to minimize out-of-stock situations and overstocking.
- Implement effective inventory control measures to reduce shrinkage and losses.
- Maintain open communication with the higher management team.

Assistant Manager Customer Services and Operations

Cheetay Logistics Pvt Ltd Lahore. **(Feb 2016 to Sep-2019)**

- Recruit, train and supervise staff.
- Training, coaching, and leading call center representatives as they provide support for customers
- Answering representative's questions, guiding them through difficult calls or issues, diffusing angry customers, or handling issues that cannot be fielded by representatives
- Training – Train staff on effective customer service techniques.
- Schedule Management – Managing rosters for teams
- Leading team meetings, asking questions to better understand the calls representatives are receiving, educating and coach workers regarding processes and practices, and explain expectations to employees.
- E-Commerce Order Processing and Optimization - Managing operations and optimizing workflows to deliver upon KPIs
- Maintain good relationship with vendors for smooth and fast order preparation.
- Managing SOP's for the Staff after consulting with Operations Manager.
- Foster a customer-focused environment and ensure exceptional customer service.
- Resolve customer complaints and issues promptly, maintaining a positive brand image.
- Maintaining Operational activities to achieve high Customer Satisfaction Level
- Assisting HR in making salaries of CS staff

Team Lead Customer Service

Lamudi a venture of Rocket Internet Lahore **(Nov-2013 to Feb-2016)**

- Floor In charge
- Reporting of tasks completion and clients handling
- Online and Offline Reports Management.
- Assigning targets and setting standards.
- Daily and weekly performance evaluation reports.
- Daily clients support activities.
- Monthly assessment quizzes.
- Team Building & Team Management tasks
- Using Sales Force CRM for Account Management

ACADEMICS

- **University of the Punjab Lahore (Session2010-2012)**
Master of Information and Operational Management CGPA 3.56
- **University of the Punjab Lahore (Session2008-2010)**
Graduation (B.Com)
BISE Lahore, Matriculation with Science Grade A (70%)1stdivision

ComputerSkill

- MS Office
- SPSS(Statistical Package for the Social Sciences from PU Lahore)
- Awesim & Arena(From University of the Punjab Lahore)
- C++ And Access
- Diploma in Peachtree
- Internet Surfing
- Windows based applications
- Microsoft 365 Dynamics (ERP)

OtherProjects

- Stages of Supply Chain ATLAS HONDA
- Stages of Supply Chain Gourmet Bakers
- Simulated Model of Petrol Pump on Awesim
- Management Information System of PTCL

Personal Information

Date of Birth	12-Aug-91
Nationality	Pakistani
Marital Status	Married
Current Location	Al-Ain
Documents Status	Attested from MOFA and UAE Embassy
Visa Status	Own Visa Valid till Sep 2025

