



# USMAN WAHEED

United Arab Emirates

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DOB: 12-Aug-1991

Visa Validity: Sep 2025

## OBJECTIVES

Looking for an opportunity where I can leverage my experiences in Warehouse 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, warehouse and customer services operation.

## EXPERIENCE

### Assistant Manager Warehouse

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

- Monitor and manage inventory levels across stores, ensuring accurate records and proper storage of damaged/returnable items.
- Enforce SOPs and utilize WMS for efficient inventory tracking.
- Oversee all warehouse operations, including random store audits to prevent stocking of damaged/expired items.
- Supervise receiving processes, ensuring quantity, quality, and storage adherence.
- Maintain product quality standards and prevent unauthorized advantages.
- Proficient in warehouse management, including ERP (Microsoft 365 Dynamics) for inventory control.
- Capable of independent and teamwork to achieve project objectives.
- Lead and delegate tasks to staff, including recruitment, training, and supervision of retail teams.

### 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.
- Ensure end-to-end product delivery efficiency and optimize fleet operations.
- Procure equipment, manage recruitment, and lead training sessions for riders.
- Supervise rider teams, resolve queries, and oversee delivery operations.
- Manage dairy vertical deliveries and supply fruits/vegetables to grocery stores (Dark stores).
- Maintain quality, minimize wastage, and monitor dispatch of supplies.
- Manage inventory levels, conduct assessments, and implement control measures.
- Maintain communication with higher management for streamlined operations.

## Assistant Manager Customer Services and Operations

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

- Train, coach, and lead call center representatives to provide customer support.
- Handle difficult calls, diffuse anger, and address unresolved issues.
- Manage schedules and conduct team meetings to improve call handling.
- Optimize e-commerce order processing and maintain vendor relationships.
- Implement SOPs, foster a customer-focused environment, and resolve complaints promptly.
- Assist HR with CS staff salaries and maintain operational activities for high customer satisfaction.
- Lead a team of telesales staff for dairy vertical

## Team Lead Customer Service

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

- Manage floor operations, report task completion, and handle clients.
- Manage online/offline reports, set targets, and evaluate performance.
- Provide daily client support and participate in team-building activities.
- Utilize Sales Force CRM for account management.

## ACADEMICS

- University of the Punjab Lahore (Session 2010-2012)  
Master of Information and Operational Management CGPA 3.56
- University of the Punjab Lahore (Session 2008-2010)  
Graduation (B.Com)  
BISE Lahore, Matriculation with Science Grade A (70%) 1<sup>st</sup> division

## Computer Skill

- 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
- Warehouse Management Software (WMS)
- Microsoft 365 Dynamics (ERP)

## Other Projects

- Stages of Supply Chain ATLAS HONDA
- Stages of Supply Chain Gourmet Bakers
- Simulated Model of Petrol Pump on Awesim

## Personal Information

Date of Birth	12-Aug-91
Nationality	Pakistani
Marital Status	Married
Driving License	In Process
Documents Status	Attested from MOFA and UAE Embassy
Visa Status	Own Visa Valid till Sep 2025