



# USMAN WAHEED

United Arab Emirates

+971 528580742

[usman.waheed222@gmail.com](mailto:usman.waheed222@gmail.com)

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 / StoreKeeper

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
- Supervision of receiving process which includes quantity check, quality check, expiry, storage specification, etc
- 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%)1<sup>st</sup>division

## 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

