

Usman Waheed

Inventory Controller

United Arab Emirates

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Professional 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 / dark-store and customer services operation. Currently serving as an Inventory Controller at Chokolala LLC.

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Professional Skills

- Inventory control / Inventory Management
- Staff Management
- Customer Services
- Schedule Management
- Customer Experience
- Client Negotiation & Collaboration

Technical Skills

- MS Office
- Warehouse Management Software (WMS)
- Microsoft 365 Dynamics (ERP)
- SAP Business One (10.0)

Experience

- **Chokolala LLC – United Arab Emirates**
Inventory Controller

RAK, UAE
May 2024 – Present

Working in the workshop department of Chokolala Factory.

- Taking part in inventory audits alongside with the auditor.
- Counting stock and making inventory reports for warehouse.
- Receive and inspect (check quality) stock deliveries.
- Check the quantity and quality of incoming stock.
- Using SAP1 to make an accumulative barcode of different items added in their core product (the chocolate trays).
- Placing order to the other department for delivery of chocolates and other required products as per the daily requirement for making of product and making SAP entries for receiving of those items.
- Making sure that the pricing is done in a correct manner and there are no errors.
- Making sure that the stock required on a daily basis by workshop production team is available.
- Dispatch of finished products to their stores across all the Emirates of UAE.
- Assist in other duties as assigned.

- **Cheetay Logistics Pvt Ltd**

Assistant Manager Warehouse / Dark-store

Lahore, Pakistan
Sep 2021 – 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 / store operations, including random store audits to prevent stocking of damaged/expired items & conducting regular stock counts
- Handling petty cash for the warehouse
- Spot checking and visiting stores for investigation about inventory discrepancies.
- 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.
- Counting stock and making inventory reports for warehouse.
- Receive and inspect stock deliveries.
- Check the quantity and quality of incoming stock.
- Customer's order fulfillment in a timely and accurate manner.
- Set schedules, and ensure that employees adhere to safety procedures and company policies.
- Responsible for managing the warehouse budget, including expenses related to staffing, equipment, and inventory management.

- **Cheetay Logistics Pvt Ltd**

Assistant Manager Logistics

Lahore, Pakistan

Oct 2019 – 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 / rider 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.

- **Cheetay Logistics Pvt Ltd**

Assistant Manager Customer Services and Operations

Lahore, Pakistan

Feb 2016 – 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.

- **Lamudi – Pakistan's Largest Real Estate Advertising Platform (venture of Rocket Internet GMBH)**

Team Lead – Customer Service

Lahore, Pakistan

Nov 2013 – 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.

Education

- **University of the Punjab, Lahore Pakistan**

Master of Information and Operational Management

Lahore, Pakistan

2010 – 2012

- **University of the Punjab, Lahore Pakistan**

Graduation (B.com)

Personal Information

Date of Birth	12-Aug-1991
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