

Naveed Nazim

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Profile Summary

I am an enthusiastic, self-motivated, reliable, responsible, and hard-working person. I am a mature team worker and adaptable to all challenging situations. I am able to work well both in a team environment as well as using my own initiative. I am able to work well under pressure and adhere to strict deadlines.

Professional Skills

- Highly nurtured communication, interpersonal, analytical, leadership and presentation skills to relate with people at all levels of business and management.
- Robust skills in dealing with understaffing, refereeing disputes, firing and administering disciplinary procedures.
- People coaching skills in driving company effectiveness and leading change in highly fast-paced environments.

Skill Set

Account Management • Logistics Management • MS Office • SAP Hana • Operations Management • Active listening • Effective communication • Critical thinking • Conflict resolution • Adaptability • Knowledge of laws and regulations • Proficiency in security equipment • Report writing

Work Experience

Loss Prevention Officer

Loss & Prevention Department

Chase Value/ Karachi/ 2023 - Present

Responsibilities:

- Responsible for overall security of Store/Warehouse.
- Walking around the store as you search for suspicious activity by clients and staff, monitoring previous and live security feeds to detect dubious behavior.
- Approaching and questioning individuals who seem to be acting suspiciously.
- Apprehending thieves and holding them in a separate area as you wait for the authorities.
- Providing eyewitness accounts at police stations, in court, and at other pertinent meetings, recovering stolen products and returning these to the floor.
- Recording all attempted and successful thefts, Searching for and reporting on vulnerabilities in our security systems.
- Brainstorming ways to prevent theft and vandalism in and around our store.
- Updating of incidents and happenings at concerned location to Head of Security and Loss Prevention and carrying out tasks as given by line Manager.
- Will be supporting the Head of Security and Loss Prevention in implementing daily, routine SOP's.
- CCTV Operators, Internal Deductive/Security Officers, Gate Supervisors and Third-party Security guards will be directly reporting to him.
- Responsible for keeping Interdepartmental Harmony.

Logistics Officer Supply Chain Management

Imtiaz Super Market/ Karachi/ 2021 - 2023

Responsibilities:

- Oversight of distribution, movement, and storage of supplies at Imtiaz Super Market, ensuring smooth operations.
- Responsible for meticulous budget reviews, shipment processing, and strategic development of delivery routes.
- Efficiently manage warehouse inventory, maintaining accurate records and optimizing stock levels.
- Skillfully negotiate transportation rates and contracts with carriers to ensure cost-effective logistics solutions.
- Proactively address complaints, resolving issues promptly to maintain customer satisfaction and operational flow.

- Stay informed on shipping carriers, routes, rates, and industry changes, adapting strategies accordingly for enhanced efficiency.

Quality Control Officer

Imtiaz Super Market/ Karachi/ 2020 – 2021

Responsibilities:

- Diligently documented and reported product quality to Sales and Operations, ensuring clear and concise communication.
- Maintained regular collaboration with warehouse and Sales teams, effectively coordinating truck schedules.
- Ensured strict compliance with Standard Operating Procedures (SOPs) for proper handling of products.
- Actively engaged with Sales teams to better understand and efficiently cater to diverse customer needs.
- Optimized warehouse efficiency, facilitating smooth movement of products through streamlined processes.
- Recorded estimates and diligently monitored product inventory for accurate stock management.
- Conducted thorough checks for short product expiry, ensuring quality assurance and minimizing waste.
- Assessed product quality, especially food items, through sensory evaluations like taste tests.
- Verified correct product placement and barcode alignment in designated rows to avoid discrepancies.
- Utilized SAP Hana for efficient receiving and dispatching, enhancing workflow in product handling.
- Conducted Post Good Issue (PGI) through devices, ensuring effective and accurate product dispatch.

Enforcement Officer

Bahria Town/ Karachi/ 2018-2020

Responsibilities:

- Managed customer inquiries, comments, and complaints efficiently to ensure excellent business service.
- Promptly responded to a variety of customer queries through diverse channels like in-person, phone, email, and chat.
- Skillfully identified customer needs and provided guidance on utilizing specific product features effectively.
- Conducted thorough analysis and reported malfunctions of products, contributing to product improvement.
- Gathered valuable customer feedback and collaborated with Product, Sales, and Marketing teams for product enhancements.
- Played a key role in training and mentoring junior Customer Support Representatives, imparting valuable skills and knowledge.

Education

- **Intermediate** from Quaid e Azam Degree College, Korangi, Karachi Pakistan.
- **Matric** from Taha Academy, Karachi Pakistan

Personal Details

Date of Birth:	27 th September 1995
Linguistic Abilities:	English, Urdu.
Nationality:	Pakistani
Height:	5'9"
References:	Available upon request