



ABU BAKAR SIDDIQ

OPERATION EXCELLENCE | E-COMMERCE EXPERT
CUSTOMER SERVICE | CRM EXPERT

CONTACT

+971 5031 206 25

abubakarzs@gmail.com

Electra Street Abu Dhabi (UAE)

Available to Start Immediately

EDUCATION

2019 - 2021

ALLAMA IQBAL OPEN UNIVERSITY
ISLAMABAD, PAKISTAN

- Bachelor In Sociology

2022 IELTS

- 5.5 Band (B2 Level)

SKILLS

- Public Relations
- Teamwork
- Time Management
- Leadership
- Strong Communication
- Critical Thinking
- Advance English

LANGUAGES

- English (Fluent)
- Urdu & Punjabi (Fluent)
- Arabic (Basics)

PROFILE

Experienced professional with a diverse background in multiple industries, particularly in real estate and Operations (Warehouse, Inventory, Dispatch, and Rider Management), Customer Service, and E-Commerce. Most recently, I served as a Team Lead with Al Ain Cooperative Society, where I Developed my leadership and team management skills. I am currently seeking a new opportunity that offers potential for professional growth and further skill development.

Key Areas of Expertise:

- Operations: Warehouse, Inventory, Dispatch, and Rider Management
- Customer Success
- E-Commerce

WORK EXPERIENCE

Team Lead - Coop

2023 - 2024

Al Ain Co-Operative Society - UAE

- Managed end-to-end store operations, ensuring smooth processes and efficient workflows.
- Oversaw inventory management, from system check-in to physical organization within the store.
- Lead and supervised store teams, coordinating all order processing activities.
- Focused on enhancing operational efficiency and delivering an excellent customer experience.
- Handled day-to-day inquiries and resolved issues for both customers and store staff.

Picker - Order Processor

2021 - 2022

Airlift Grocer - Farm to Home - Islamabad Pakistan

- Processed customer purchase orders from start to finish.
- Retrieved ordered products from various sources.
- Packed products with appropriate materials, ensuring safety and weight requirements were met.

Sales Agent

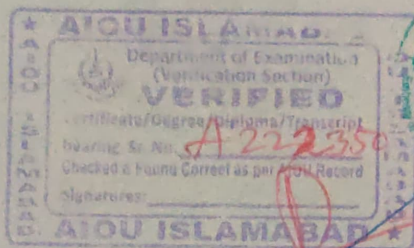
2020 - 2021

Makaanshop.com - Islamabad - Pakistan

- Marketed and promoted properties to attract potential buyers and tenants.
- Assisted clients with property viewings, providing detailed information to support decision-making.
- Negotiated lease terms and sales agreements to meet both client and company goals.
- Prepared and managed paperwork, including contracts and leasing agreements, ensuring accuracy and compliance.
- Delivered excellent customer service, addressing client inquiries and resolving issues to maintain positive relationships.



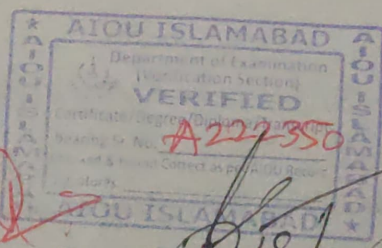
الإمارات العربية المتحدة
UNITED ARAB EMIRATES
وزارة الخارجية
Date: 30/12/2024 09:34
No: 24006709927
Fee: USD 40.00
الرجوع: دولار أمريكي
المستند: على صحة حكمه
وزارة خارجية جمهورية باكستان الإسلامية
دون كسول أي مسؤولية تجاه المطبوعات
19998378



Supervisor
Degree/Certificate Verification
Department of Examinations
Allama Iqbal Open University
ISLAMABAD

31/12/2022

Checked by AKBAR Saeed
Assistant Director (Cons-II)



24 DEC 2024

(Rana) Adeem Anjum
Additional Controller of Examinations
(Certificate & Degree / Verification)
Allama Iqbal Open University, Islamabad



Muhammad Jamal
Attestation Officer
20 DEC 2024
Higher Education Commission
Government of Pakistan
Islamabad

22415
SBSHA

Allama Iqbal Open University Islamabad-Pakistan



Serial No. A222350

Certified that Mr. / Ms.

ABU BAKAR SIDDIQ

Son / Daughter of

MUHAMMAD YASIN

Registration No :

19FID00203

Roll No:

BV410713

having completed the prescribed requirements in semester

AUTUMN 2020

is awarded the degree of:

Bachelor of Arts
Group - General

19998378

She has secured

65 % marks and placed in

B grade.

CONTROLLER OF EXAMINATIONS

Result declared on July 09, 2021

Date of Issue: April 09, 2022



VICE CHANCELLOR

THIS DEGREE IS TO BE READ IN CONJUNCTION WITH THE TRANSCRIPT, ISSUED SEPARATELY