

Waleed Ashraf

Operation Agent

Cross functional expertise in Sales, Customer Service and Operations along with excellent Communication Skills ensuring a smooth work flow. Working closely with leads to enable better business focus, understanding business concepts and accordingly provide operational guidelines. Dynamic Team Management, take up initiative & motivate teams to perform at expected service standards. Ensuring that company's resources are deployed in the best possible way by taking prompt actions resulting into an enhancement to portfolio to yield improved business results.



Email: waleedashrafmuccadam@gmail.com

Address: UAE

Phone: +971 55 594 8471

Date of birth: Nov 24, 1992

Nationality: Pakistani

Experience

Feb 2018 - Present

Operation Agent

DHL through Transguard Group. UAE

- Handling shipments processes.
- Managing activities such as arrive facilities/departure facilities.
- Scanning shipments.
- Arranging shipments country wise in containers.
- Forwarding shipment to another country for further processing.

Nov 2016 - Aug 2017

Sales Representative / Broker

UDL Distribution - Sales Dept. Pakistan

- Negotiating and focusing on customers needs, making sure that the right products are delivered
- Skilled in areas of order booking.
- Monitor the stocks, and coordinate with purchase for stock allocation
- Managing activities such as return, exchanges, count and track stock and enforce store policies
- Updating, processing and filing of all document
- Managing and resolving customers issues.

Dec 2015 - Nov 2016

Computer Operations Executive

UDL Distribution - Sales Dept. Pakistan

- Manage all types of work of Operations.
- Print bills of supplies.
- Manage attendance sheets
- Place orders for Pharmacies and Hospital (cash and credit).
- Manage inventories and send reports to head office on daily basis.
- Manage repair estimation quotations of damages of all supply vehicles.
- Manage vehicle allocation for repair in the workshop, body shop and agencies
- Handling additional tasks and responsibilities assigned by Operations Manager
- Chiefly responsible for the management and control of all data received
- Maintaining supplies inventory by checking stock to determine inventory level and placing orders to supplies

Dec 2014 - Dec 2015

Supplier

UDL Distribution - Sales Dept. Pakistan

- Check and Receive stock of medicine.
- Prepare stock according to the bills.
- Supply medicines to Shops, Super Marts, Pharmacies and hospitals
- Collection of Money after delivery & securing them in designated lockers.
- Ensure quality and quantity of materials are as per Company Standards

Sep 2013 - Jul 2014

Team member

KFC Gray Mackenzie restaurants international - Operations Dept. Pakistan

- Started working in the kitchen.
- Handled the records of kitchen inventories.
- Packing food for customer to take away.
- Making orders from the customer and handled all cash records.
- Responsible for keeping a cheerful and friendly atmosphere among customers.
- Talking and entertaining different kind of customer, serving customers.

Education

- Present

Currently pursuing Bachelors of Commerce

Jinnah Government College Pakistan

2009 - 2011

Intermediate in Commerce

Jinnah Government College Pakistan

Matriculation

St john high school Pakistan

Languages

English

Intermediate

Urdu

Native

Skills

☒ Sales & Marketing
Strategies
☒ Dependable
Professional

☒ Customer Service
Oriented
☒ Relationship /
Team Management

☒ Productivity
Improvement
☒ Analytical
Techniques

☒ Multi Task Ability
☒ Planning /
Organizing

Certifications & Courses

Computer Literacy:

Have Good knowledge of **Windows & Microsoft Office Suite**

Certification in Arena Multimedia (Graphic Designer)

Proficient in Adobe Illustrator, Adobe Photoshop, Corel Draw X4, Freehand, MS-Office, Autodesk 3d Max, and Autodesk Maya.

Certification in Computer hardware and network solutions from Computer Collegiate

References

Will be given on request.