**CURICULLUM VITAE**

# **ATIF IQBAL**

# **Operations | E-commerce |Amazon & Noon | Logistics & Supply Chain Professional**

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**PROFESSIONAL SUMMARY**

Logistic & Ecommerce professional with ***16 years solid Logistics, Warehouse Operations Management & Ecommerce Operations experience with an MBA in logistic & Supply Chain Management***. Tactical and responsible in decision making. Self-motivated, willing to accept any challenges and displaying goal-oriented attitude in fast-paced work environment. Target oriented, flexible, dependable, problem solver and dedicated team player.

**WORK HISTORY**

**Logistics & Warehouse Manager, Universe Capital Shipping LLC** United Arab EmiratesJune 2023 – Current

Responsibility**:**

* Strategic Planning: Develop and implement logistics strategies to optimize supply chain efficiency.
* Shipment Coordination: Oversee the scheduling, dispatching, and tracking of shipments to ensure timely delivery.
* Vendor Management: Negotiate contracts and maintain relationships with suppliers, transport companies, and third-party logistics providers.
* Budget Management: Manage logistics budgets, including cost control and reduction strategies.
* Performance Analysis: Monitor key performance indicators (KPIs) to assess the efficiency of logistics and delivery operations.
* Route Optimization: Design and implement efficient delivery routes to reduce transportation time and costs.
* Inventory Control: Ensure accurate inventory levels through regular audits and inventory management systems.
* Compliance and Safety: Ensure all logistics operations comply with relevant laws, regulations, and safety standards.
* Technology Integration: Implement and utilize logistics software and technologies to enhance operational efficiency.
* Customer Service: Resolve delivery issues promptly and enhance customer satisfaction through reliable and efficient service.
* Team Leadership: Lead, train, and motivate logistics and delivery teams to achieve performance goals.
* Risk Management: Identify potential risks in logistics operations and develop mitigation strategies.
* Continuous Improvement: Drive continuous improvement initiatives to enhance logistics processes and reduce costs.
* Online Platforms: Advance level of handling Amazon and Noon seller central accounts. In current role I was handling the luxury perfume brand online platform for online sales, purchase and deliveries.

**Assistant Manager Warehouse Inventory & Logistics. GasNtools.com** United Arab EmiratesMay 2022 – June 2023

Responsibility**:**

* Logistics Expertise: Directed daily logistics operations, including tracking and reporting shipments for local and international deliveries to ensure on-time arrivals.
* E-Commerce Order Management: Managed the end-to-end handling of online orders for a luxury perfume platform, overseeing order processing, pick-and-pack workflows, and inventory accuracy.
* Inventory Oversight: Supervised warehouse and logistics operations to maintain optimal inventory levels and ensure seamless functionality.
* Operational Leadership: Designed, implemented, and enforced standard operating procedures (SOPs) to streamline daily warehouse operations.
* Team Leadership: Cultivated a collaborative and efficient work culture by motivating and guiding team members toward achieving performance goals.
* Regulatory Compliance: Maintained adherence to health, safety, and operational regulations to ensure a safe and compliant warehouse environment.
* Technology Integration: Deployed and optimized warehouse management systems (WMS) and related technologies to enhance operational efficiency and accuracy.
* Logistics Coordination: Collaborated with suppliers, transport providers, and customers to guarantee timely and efficient delivery of goods.
* Customer Satisfaction: Improved customer experiences by increasing order fulfilment speed, accuracy, and reliability.
* E-Commerce Operations: Managed the online ordering process through GasNtools.com, ensuring accurate order fulfilment and timely delivery.

**Logistics Operations Supervisor at**  **Noon.com** United Arab Emirates May 2018 to May 2022

Responsibility:

* Handling Last mile management system for shipment tracking & on time delivery to customer.
* End to end shipment tracking from processing till delivery to customer to meet fast paced customer requirements.
* Monitoring receiving shipments from Central warehouse to destinations hubs to receive with in TAT’s, monitoring line haul operations, segregation of shipments in hub and arrange delivery as per the schedule time.
* Monitoring and tracking shipment delivery status to meet the customer demand of on time delivery.
* Inbound shipment receiving from vendor, picking /packing/ put away in designated location as per the SOP’s.
* Handling team of delivery associates efficiently and effectively to meet the SLA’s.
* Monitoring orders stock from suppliers to Central warehouse to receive, do quality check and store / put away in designated location.
* Monitor picking and packing of customer order in Warehouse management system, fulfill customer orders as per the delivery time and schedule.
* Monitoring segregation and hand over of packed items to logistics, checking reports and follow up with respective teams to maintain smooth flow of operations in Supply Chain.

**Logistics operations Team Lead at**  **Noon.com** United Arab Emirates Nov. 2016 to Apr. 2018

Responsibility:

* Set up and develop a team of delivery associates. Lead team of delivery associates to perform at its optimum.
* Delivery service Route planning in Emirates and route optimization
* Successfully lead the Operations team by planning, supervising, and controlling effective day-to-day activities.
* Lead and successfully handle The Dubai Mall Shop, Drop, Collect and Deliver project.
* Set up & maintain the process of Delivery service project and meet the higher standards of The Dubai Mall, Emaar.
* Meet the service level agreement of same day and next day delivery. Delivered packages within given time frame and meet the customer demands.
* Maintain a team of dedicated delivery associates with optimum level performance.
* Set up an operations hub in Fujairah Emirate, set up a team of logistics associates and delivery associates.
* Maintain the service level, keep the team align and meet the delivery percentage targets & hub performance.
* Monitoring performance against productivity and service to ensure that pick-up, shipment processing and delivery execute with service level standards, quality, and minimum cost.
* Good skills in professional communication and issue tracking tools: Slack , Jira  & Confluence
* **Logistics Customer Service Executive at** United Arab Emirates Sep. 2014 to Nov.2016

Responsibility:

* I am responsible for customer inventory through the region. I am accountable for maintaining different on-line inventory systems and the database as specified in the Customer Work Instructions. I identify and reports stock discrepancies in agreement with the customer. I am directly responsible in decision making for customer handling and the perfect follow up of customers.
* I work in the Express Logistics Centre. The Express Logistic Center gives logistics support to customers, acting as a bonded warehouse: goods are stored in transit, and are dispatched on-time upon customer’s request. I am responsible for the integrity of all stock transactions for internal and external customers.
* The Express Logistic Center receives, registers, checks and validates incoming orders before communicating them to DHL partners in the region or via the DHL Network. After this a complete pro-active follow-up till final delivery is required. Pro-active communication to the customer is key to business practice.
* The performance of customer accounts is constantly measured through documented Key Performance Indicators that are constantly compared with live data from the remote field. Recording this data in a timely manner is essential to enable the ELC to fulfill its role. I fully control the complete operation.
* Maintain and make all required data available to obtain the detailed monthly consolidation and reporting of all stock lists according to their specific requirements, of goods in and out of the bonded warehouse.
* Maintain and make all required data available to obtain the detailed Goods Inward Discrepancy Reporting for all customers. Set up and maintain archive filing system; import and export files, including packing list, waybills, invoices, customs related documents etc.

**Logistics Warehouse Coordinator at** United Arab Emirates Sep. 2012 to Aug.2014

Responsibility:

* Handled Middle East Distribution center for Oracle () replenishment part and Warehouse
* Management and Distribution services for HP () and Oracle ().
* Responsible for the organizing of the warehouse operations including evaluation, improvement, quality, and measurement of quality of material handling, storage and flow of shipments following policies and procedures, and in accordance with the goals and objectives of the department. Contribute to the warehouse productivity and ensures that the warehouse is always clean and tidy and that all equipment is maintained and in working order.
* Responsible for managing the work- load within the various functions and for ensuring that team is advised in a timely manner when available resources do not meet the requirements.
* Responsible for discrepancies (quality/quantity) are highlighted correctly and in a timely manner to the supplier and the customer and prepares all paperwork for shipping liaises with chosen transport company to ensure delivery goals are met.
* Fulfill customer orders released into the Warehouse Management System in a timely and accurate manner in accordance with customer specifications. Where require route material through the value-added services area. Verify the accuracy and the quality of the picking/packing before final pack.
* Update both the logistic application system and the shipment processing system on a timely and accurate basis. Make special arrangements where necessary for fast track or out of office hour’s shipments.
* Gathered, logged, and monitored all shipping data.
* Minimize damage and repair costs through careful management and preventative maintenance.
* Take corrective action in the case of accidents and delays to minimize extra expenses.
* Manage shipment schedules to maximize productivity and cut costs.
* Communicate with dispatchers, warehouses, and customers regarding outgoing orders.
* Follow up with suppliers, carriers, and customers with shipping updates.
* Receive all imported goods and check for product condition and count.

**Logistic Coordinator at**  United Arab Emirates Aug. 2008 to Aug. 2012

Responsibility:

* Maintain data record for customer and end of day send updated reports to customers. Liaise with customer for data and inventory issues. Response to customer queries proactively.
* Check daily data from customer against inventory and inform them for any discrepancy with data or inventory.
* First point of contact for customer queries i.e., HSBC, SCB, BARCLAYs, LLOYDS and CITI bank.
* Keep a check that operation agents have done fulfillment correctly and complete manifesting as per FSDC (full shipment data capture).
* Monitor customer urgent shipment delivery request are action and data uploaded in DHL application for network record and billing purposes.
* Report, evaluate and investigate recurring operational problems that are highlighted through traces.
* End of day run report from operation application SAM to ensure 100% manifest and billing is done.
* Handle routine office correspondence including assist customer at service point for Deliveries and Pickups.
* Good knowledge of Key Operation System i.e., NPTS, GOP, HIC, CSV, FSQ, SCL, SAM, SeLECT etc.
* Cultivated a positive rapport with fellow employees to boost company.

**EDUCATION**

2014 **MBA: Logistics and Supply Chain Management**

Coventry University United Kingdom

2008 **BBA: General Management**

International Islamic University Islamabad, Pakistan

2003 **HSSC: Pre- Engineering**

Board of Intermediate and Secondary Education Peshawar, Pakistan

**CERTIFICATES & TRAINING**

* Global Road Safety Certificate
* Certified International specialist
* Creating a positive attitude
* Problem solving & generating alternatives.
* Generating Creative and Innovative Ideas: Enhancing Your Creativity
* Decision Making: Implementation and Evaluation
* Overcoming Challenging Service Situations
* Connecting and Communicating
* Effective Team Communication
* Managing Your E-mail
* Effective Intercultural Relationships
* Conquering Conflict through Communication
* Goals and Setting Goals
* Success over Stress
* Go Green
* First Aid Certified (Issued by First Aid Intl Ltd