

# Usman Saleem

MBA Student.

A compassionate human being looking over for long-term career-oriented opportunities where I can apply such skills & knowledge by working along with corporate people, which must relate to actual academic expertise.



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Karachi

May 07 - 1996

## EDUCATION

### Masters of Business Administration SZABIST

10/2021 - Present

Courses

- Marketing Management

### Bachelor of Business Administration Bahria University Karachi Campus

09/2015 - 08/2020

3.8 GPA

Courses

- 4 Relevant Supply Chain Management Electives (Green Supply Chain, Strategic Procurement and SCM, Purchasing, Operations and Implementation.)
- 2 Marketing Electives (Promotion & Advertisement and Consumer Behavior.)

## WORK EXPERIENCE

### Customer Success Scalemill

06/2021 - 08/2022

Flymingos is an e-commerce market space platform that delivers high-end brands from all over the world to your doorstep.

Achievements/Tasks

- Deal with their queries; suggest products based on their needs.
- Quote prices for relevant products based on currency guidelines.
- Suggest and also offer substitute products which are comparatively cheaper.
- Using Shopify for placing an order on behalf of the customer with the info credentials which have been provided.
- Take a follow-up by ensuring that the process is seamless without any delay and making sure the order gets delivered within 14-21 days.
- To conduct and provide a daily follow-up to sustain customer engagement through email correspondence and live support.
- Facilitating the queries for the conduct of business on one of our platform named Foursource and providing timely responses to the buyers and manufacturers.
- Checking the updated status on the CRM portal and then handling the query accordingly.

### Partner Support Executive Daraz (Powered by Ali Baba)

09/2020 - 12/2020

Karachi

Achievements/Tasks

- To create an effective timely response experience for the vendor queries on the platform.

### Dept. of Administration (Internship) Engro Polymers & Chemicals Ltd

07/2018 - 08/2018

Karachi

Achievements/Tasks

- To manage the schedule of transportation & to calculate the distance from the pickup route to drop off location of employees while fuel consumption remains constant.

## SKILLS

Managerial Skills

Content Writing

Effective Communication

Emotional Intelligence Skills

Interpersonal Relations Skills

Computer Skills

Public Speaking

## PERSONAL PROJECTS

### Grand Debate Competiton (2020)

- Debate competition on telecommuting & distance learning on COVID-19 Pandemic.

### Role Play Academic Performance (2019)

- Team leader and winner for a remarkable performance covering both high & low context cultures.

### Special Children School Karsaz (2016)

- CSP Activity Volunteer at Special Children School for organizing of various Indoor games.

## CERTIFICATES

### LinkedIn Marketing Strategy (07/2022)

Certified Marketer; concise focus on it's marketing tools and strategies.

### Fundamentals of Digital Marketing (2022)

Certified from Google Digital Garage.

### CSCP Certified Supply Chain Professional Course (2020)

Certified Achievement from Omni Academy Institute.

### Economic Development for Green Ecosystem (2018)

Youth for Economic Change Initiative Event At Bahria University

### Microsoft Office Specialist 13th Edition (2018)

Certified for MS Office Applications.

### Advanced Berlitz English (2016)

Advanced English Level 3 Highest Scorer Certified from Berlitz Institute.

## LANGUAGES

English

Professional Working Proficiency

Urdu

Professional Working Proficiency

## INTERESTS

Video Gaming

Cycling

Reading Thriller Novels

Motivational Speaking

Gym