



Hamza Zahoor

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Objective

- I'm bright with an analytical and creative mind as well as keen to learn new things. Seeking a position to utilize my interpersonal skills and marketing abilities in the reputed organization that offers growth while being resourceful innovative and flexible.

Work experience

Apricart E-store

Feb 2022 — Present

Floor Manager / Order processing Lead

- Processing order and assign to Picker
- Clear back orders that landed on 3pl due to Out of Stock
- Ensure operation is running smoothly.
- Manage the space allocation, space extension and warehouse utilization levels on a weekly basis. Control month end ordering load via proactive alignments with the warehouse.
- Conduct regular audits and ensure that the system stock levels are always up to date.
- Evaluate weekly inventory levels and weekly warehouse utilization at all warehouses. Review the replenishment levels weekly and identify constraints highlighting the same to the relevant stakeholders.
- Make Transfer order to or from warehouse
- Make demand daily for veggies as well as any low stock item.
- Control and report damaged stock at inbound, at outbound, at the warehouses and during transportation. Arrange for the monthly disposal of non-saleable inventory and promotional material.
- ensure premium quality of the product via daily spot pallet checks in the warehouse. Any affected or damaged stock should be immediately separated, reported, and treated as per defined SOPs. Implement & improve relevant KPI's according to products standard
- Coordinate and pre-plan the expected month end ordering plan to avoid any issues with regards to warehousing resources or fleet availability. Run weekly inventory reconciliation sessions with the 3PL Warehouse teams and ensure that there are no discrepancies. Provide this data to Apricart Finance at every month end so that Apricart Operations, Finance and 3PL data is aligned.
- Review inventory cover of smaller warehouses and highlight issues in terms of stock out and freshness. Guarantee that FEFO is followed for all outbound from the warehouse. Ensure OTIF for all outbound orders.
- Plan and coordinate inbound of Finished Goods and Visibility Items based on defined SOPs and the Inbound receiving process.
- Responsible for the receipt, storage and dispatch of product and promotional material from the warehouse.
- Make promotional deals for low running products,

Worked in the capacity of Operation Supervisor of dark store/warehouse for online grocery store KRAVE Mart

- Ensure every order pick pack and dispatched within 3 minutes
- Ensure riders are delivering order within 10 minutes time frame
- Manage team shifts and weekly roster and make staff available to avoid any issue in operation
- Train new staff and assign them tasks as per their skills
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- Evaluate weekly inventory levels and weekly warehouse utilization at all warehouses. Review the replenishment levels weekly and identify constraints highlighting the same to the relevant stakeholders.
- Control and report damaged stock at inbound, at outbound, at the warehouses and during transportation. Arrange for the monthly disposal of non-saleable inventory and promotional material.
- Ensure premium quality of the product via daily spot pallet checks in the warehouse. Any affected or damaged stock should be immediately separated, reported, and treated as per defined SOPs. Implement & improve relevant KPI's according to products standard
- Coordinate and pre-plan the expected month end ordering plan to avoid any issues with regards to warehousing resources or fleet availability. Run weekly inventory reconciliation sessions with the 3PL Warehouse teams and ensure that there are no discrepancies. Provide this data to Krave Finance at every month end so that Krave Operations, Finance and 3PL data is aligned.

ABTACH Pvt Ltd

Dec 2020 — July 2021

Senior Business Development Executive

Worked in the capacity of Senior Business Development Executive for international B2B business website

www.eworldtrade.com

- Professionally and effectively employs sales skills to achieve targeted sales
- Effectively communicate with clients via telephone, face-to-face, and written communication
- Increase the level of sales and business mix direct from individual clients.
- Achieve sales activities within specified time scales as directed by Group Sales and Marketing Director
- Develop and maintain relationships that benefit the client
- Overcome client resistance/objections to products
- Take accurate inquiry details from the client
- Evaluate and grade inquiries for profitability/suitability
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TravelUP Group PLC

Sep 2018 — Nov 2020

Travel Consultant (Team Leader)

Worked in the capacity of Travel Consultant for UK based travel agency www.travelup.com

- Setting goals for performance and deadlines in ways that comply with the company's plans and vision. Organizing workflow and ensuring that employees understand their duties or delegated tasks.
- Monitoring employee productivity and providing constructive feedback and coaching.
- To reserve hotels and resorts for customers from UK, USA, Canada, New Zealand, and Australia. Resolving customer queries received on Salesforce, emails, and inbound calls
- Responding to emails received from suppliers and also to coordinate with suppliers on email and call to resolve hotel/resort check-in issues, payment issues, or any other issue reported by the customer.

- To assist customers regarding changes and/or any other requests they may have
- Any other task assigned by management.

NP Digital

Apr 2018 — Aug2018

Sales Executive

Worked in the capacity of Sales Executive for US Based Company NP Digital to convert inbound calls on US telecom companies (SPECTRUM, COX, COMCAST and DIRECT TV)

- Answer and follow-up calls professionally and provide information about products and services. Maintain healthy relationships with existing customers and upsell services \
- Responding to the customer's queries within the given time frame.
- To ensure that the customers details and other relevant data is completely entered into the system correctly. Convert new inquiries from inbound calls into sales.
- Handle in-bound inquiries via phone and live chats.

POLANI GLOBAL

Apr 2017 — Jan2018

Sales Executive

Worked in the capacity of Sales Executive for UK Energy Companies (E-On, N-Power, British Gas and others

- Answer and follow-up calls professionally and provide information about products and services. Maintain healthy relationships with existing customers and upsell services
- Make outbound calls to make new clients
- Communicate with suppliers/providers to ensure the services committed to clients has been provided on time Convert new inquiries from inbound and outbound calls into sales.

Education

BBA (Enrolled)

Iqra University (North Nazimabad Campus)

Apr 2022 - Present

Intermediate

S.M govt science and commerce

Feb 2015 – Feb 2017

Matriculation

Kennedy Public School

Aug 2011 – Aug -2014

Interests

Music

Travelling

