

# IRTIQA-UR-REHMAN

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Father Name: Aziz-Ur-Rehman

Gender: Male

Contact #: 0301-3355696

Address: Nazimabad No.2 Karachi

CNIC: 42201-8046121-3

Email Address: [Irtiqarehman0@gmail.com](mailto:Irtiqarehman0@gmail.com)

## ***CAREER OBJECTIVE***

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Passionate to work in a competitive environment in which I can enhance my skills and achieve success & even exceed in the organization's goals and objectives.

## ***PROFESSIONAL EXPERIENCE***

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### **MOVEIT SOLUTIONS PRIVATE LIMITED**

#### **City Sourcing Lead March 2022 – May 2022 :**

- Building a team that can able to provide any on-demand vehicle services
- Responsible for all city operations from First Mile till Last Mile
- Onboarding different transport vendors across the city to generate high level service standard & fulfillment anytime
- Responsible for all data analysis & monthly invoice clearance from clients
- Created operations SOP's to ensure the goods movement will reach out to customer in a safe & sound condition
- Providing B2B business solutions through various type of vehicles are used to move goods in the city

### **OLX Group**

#### **Sr. Seller Ops Executive December 2021 – March 2022:**

- Responsible for all first mile operations
- Manage 8 vehicles & around 40 riders across the city
- Responsible for all riders & vehicles reimbursements
- Products sourcing within 24 hours bulky & Non-bulky reached 98%
- Reduced errors of picking the wrong items from the seller through proper channels & communications

#### **Logistics Coordinator February 2021 – November 2021 Key Responsibilities & Duties:**

- Managing own fleet on daily basis to sustain quality services till the day end
- Supervise riders to complete their tasks on timely basis so they can maintain there KPI's with an average of above 90% completion
- Using LOCUS to assign deliveries OR pickups to own fleet riders
- Using SOLIDUS to mark order deliveries OR cancellations for a timely
- Giving riders a fair route plans so they can manage their workload easily
- Generate PRN's on daily basis to pick the stock from the vendor and dispatched for delivery on the same day
- Make RTS on every return from the customer so the vendor gets his item back from us on same day
- Responsible for proper maintenance of 2 Shehzore's & 1 Suzuki regarding their fuel reimbursement & other expenses of vehicle's
- Responsible for all logistics systems

- Solid coordination with the relevant teams regarding pickups, deliveries, sourcing, reverse pickups, OOS items at vendor end to ensure that the customer is updated with every situation & scenario's
- Also did some deliveries as a rider in the beginning of this startup
- Working in operations for the first time & happy that played a vital role to make the processes smoother and faster for logistics
- Same day delivery provided to customers within 4 – 5 hours after order confirmation for Non-Bulky & Bulky items

## **GiftKarte Technologies Private Limited**

### **Customer Service Executive | Operations Coordinator March 2020 – November 2020:**

- Analyzing data from different social media channels to reach out customers.
- Actively coordinating with the customer service & operations team about system & processes for customer satisfaction.

## **Ezbuy Pakistan Private Limited**

### **Customer Service Representative | B2C Specialist | Warehousing & Logistics June 2019 – March 2020 Duties:**

- Resolve customer complaints via phone, email, Facebook messenger, live chats.
- Manage to arrange orders from vendors like Mobile phones, A.C, Philips Appliances etc.
- Proactively connected with the vendors and 3PL from the date of order placement till delivered to sustain the quality services.
- Generate consignments for the customers on timely basis for quick deliveries.
- Performing QCO duties also and upload products on the site by using seller center.
- Leads the CXP to attach with customer's and take their suggestions for improvement in services.

## **Sybrid Private Limited - A Lakson Group of Company**

### **Customer Service Executive (McDonald's | Colgate Palmolive) March 2019 – June 2019 Duties:**

- Manage large amounts of incoming calls
- Generate sales leads
- Build sustainable relationships of trust through open and interactive communication
- Follow communication procedures, guidelines and policies
- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution
- Inform customer of deals and promotions
- Provide accurate, valid and complete information by using the right methods/tool

## **Daraz. Pk**



### **Customer Service Representative Permanent Period – January 2018 – July 2018 Duties:**

- Prepare product or service reports by collecting and analyzing customer information
- Contribute to team effort by accomplishing related results as needed
- Manage large amounts of incoming calls
- Generate sales leads
- Build sustainable relationships of trust through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Go the extra mile to engage customers

- Resolve customer complaints via phone, email, WhatsApp messenger, live chats, Facebook
- Use telephones to reach out to customers and verify account information
- Greet customers warmly and ascertain problem or reason for calling
- Assist with placement of orders, refunds, or exchanges
- Take payment information and other pertinent information such as addresses and phone numbers
- Place or cancel orders
- Answer questions about warranties or terms of sale
- Inform customer of deals and promotions

**Daraz. Pk**



**Customer Service Representative Internship Period – October 2017 – December 2017 Duties:**

- Learn our products, services, industries and operations.
- Learn different aspects of the sales cycle and different techniques used for indoor sales.
- Set and achieve targeted goals and objectives for business development and sales.
- Research and identify clients and call on contacts initially.
- Organize client contact lists, schedule, perform and update contacts made in CRM.
- Completes other projects and tasks as assigned.

***EDUCATIONAL QUALIFICATIONS***

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- 2015 Bachelor (Commerce – In Progress) from Government Islamia Arts and Commerce College.
- 2013 Intermediate (Commerce) from Govt. Economic & Commerce College- PIDC Campus, Karachi.
- 2011 Matriculation (Computer Science) from S.M Public Academy- Gulshan Campus, Karachi.

***CERTIFICATES***

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- Graphic designing from Arena Multimedia
- English Language from Eureka
- Email Marketing Certified from Hub Spot Academy

***TECHNICAL SKILLS***

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- Proficient in MS Office products
- Work on WIN XP, 7 & 8 platforms
- Able to plan a project in MS Project
- Web Browsing & email Process
- Coral Draw (CDR)
- Adobe Photoshop (PSD)
- Adobe Illustrator (Ai)
- Zen desk
- Sales force

## ***CORE SKILLS & STRENGTHS***

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- Strong work ethics – High level of integrity and moral standards
- Communication skills – Excellent interpersonal, presentation, persuasion, influencing, negotiation and closing skills.
- Works effectively in a collaborative environment
- Self-starters – Responsible and self-motivated with positive attitude and tolerance
- Strong organizational and time management skills
- Thinks strategically and analytically, multitasks and priorities

## ***INTEREST AND ACTIVITIES***

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- Cricket
- Reading
- E-Commerce

## ***REFERENCES***

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Will be furnished upon request

