



Umar Ahmed

Management Professional

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Personal Details:
31-08-1993 • Pakistan • Pakistan
Male • Married

Highly focused and results-driven professional with extensive experience in planning, establishing, and executing day-to-day supply chain and logistics processes aimed at improving efficiency and reducing costs.

Instrumental in developing and employing standard operating procedures for receiving, handling, storage, production, and transportation of products/materials, while improving quality controls and adhering to organizational and regulatory standards. Demonstrated success in generating significant savings and reducing costs by carefully analysing procurement initiatives and renegotiating supplier contracts to secure favourable terms and conditions. Proven ability to lead, train, and mentor cross-functional teams for completing assigned projects within time and budget constraints, while ensuring delivery of best-in-class services to elevate customer satisfaction. Articulate communicator with credible history of cultivating collaborative partnerships with colleagues, senior management, and key stakeholders to realize strategic business goals.

Areas of Expertise

- Strategic Planning & Execution
- Training & Development
- Supply Chain Management
- Logistics & Inventory Management
- Sales Management
- Exceptional Customer Service
- Project Management
- Regulatory Compliance
- Team Building & Leadership
- 3PL Management
- Operations Management
- Warehouse Management
- Relationship Management
- Import & Export Management
- Reporting & Documentation

Career Experience

Agility, Bahrain

Client Service Executive

2019 – Present

Provide proactive support and guidance to energetic teams', while aiming at streamlining overall operations, productivity, and effectiveness. Conduct meeting with senior management to identify and resolve any kind of issues in a timely manner. Develop and deliver training sessions for staff and team members to achieve desired outcome and deliverables. Manage warehouse operations through strategic analysis and planning. Offer excellent customer service to clients' whilst ensuring business, sales, and revenue growth. Create and deliver progress reports to monitor overall teams' performance.

- Enhanced client satisfaction and retention rate by offering customer service and providing effective solutions.
- Achieved organizational objectives by devising and executing 3PL strategies.

Al Aujan, Bahrain

Logistics and Warehouse Supervisor

2014 – 2019

Delivered exceptional performance in supervising cross-functional teams for the management of warehouse and logistics operations, while focusing on accomplishing targeted goals. Managed overall inbound and outbound shipments according to standard policies and procedures. Performed various tasks comprising inventory management, operations management, stakeholders' engagement, and overall teams' performance management. Managed multiple on-going projects from inception to completion, while aiming at delivering projects within time, scope, and budgetary constraints.

- Streamlined organizational operations by implementing warehouse management system.
- Accomplished sales goals by collaborating with sales department to ensure overall deliveries on time.
- Spearheaded and delivered complex projects with keen focus on project outcomes and deliverables.

International Agencies co. Ltd, Bahrain

Warehouse Administrator

2012 – 2014

Devised and deployed robust plans to administer overall payroll, invoice printing, order processing, and call handling processes to meet and exceed desired outcomes. Assisted manager to oversee warehouse operations in compliance with standard procedures.

- Generated profit for company by providing leadership to multiple teams for new 3PL project.

Education

Metric passed in 2010

Government higher secondary school, Lahore, Pakistan

I.com passed in 2011

Punjab group of college, Lahore, Pakistan

Computer Science

Pakistan Institute of Computer Science

License & Certifications

Certified ISO

Conflicts of Interest

Careful Communication with Competitor

Global Experts Control

Insider Trading

Protecting Human Rights in Supply Chain

Effective Trade Compliance

Driving License

Technical Expertise

Infor, RYTE, Sage, Sap, Epicor, Word, Excel, and Filezilla.

Awards & Recognition

Best performance of operation team date, 2015

Model Employ of the year 2018

Languages

English

Hindi

Urdu

Punjabi

Arabic

Hindko