

CONTACT

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SOFTWARE

SAP

Java Eclipse

Data Knime

Concur

Ariba

Microsoft Excel

Microsoft PowerPoint

LANGUAGE

English

Urdu

Certifications

Understanding HR System

Google Ad Search

Google Ad Measurement

Google AD Grants

Basic Excel

Sania Zahid

Motivated professional with 5+ years of experience in operations, project coordination, and executive support across logistics, pharma, and tech. Skilled in SAP, Ariba, and Concur, with a strong focus on process efficiency and stakeholder management.

EDUCATION

Masters: International Management & Information Systems *Fachhochschule Sudwestfalen University of Applied Sciences - Germany* 2022 – On going

BBA: Business Administration

National University of Computer & Emerging Sciences (FAST-NU) - Lahore, Pakistan

2014 - 2017

- Majored in Marketing & Human Resource
- Graduated with 3.39 CGPA

FA:

Kinnaird College for Women University - Lahore, Pakistan

2012 – 2013

WORK EXPERIENCE

Team Assistant

DELIVERY HERO

July 2023 – March 2025

- Liaisoning regularly with the key stakeholders internally and externally ensuring optimal scheduling and prioritization of appointments, meetings, and events.
- Proficiency in CONCUR for streamlined travel bookings and expense reporting, ensuring adherence to company policies and optimizing cost efficiency
- Planned and executed various workshops & summits, team dinners and lunches while catering individuals from different DH entities, fostering collaboration and team cohesion
- Collaborated with cross-functional teams to align tasks and priorities ensuring seamless workflow
- Facilitated effective communication between the Chief Revenue Officer and internal/external stakeholders, maintaining a high level of professionalism and confidentiality.
- Efficiently utilize Ariba for procurement processes, maintaining positive relationships with vendors and ensuring cost-effective and timely services
- Proactively addressed challenges and resolved issues to optimize workflow and worked on ad-hoc tasks and projects
- Managing projects with tight deadlines and working efficiently and independently, juggling many tasks simultaneously with ease
- Demonstrated the ability to handle multiple tasks simultaneously while maintaining attention to detail and quality
- Worked closely with colleagues to foster a collaborative and positive work environment, contributing to a cohesive and efficient team

Product Manager

HIMONT Pharmaceuticals (PVT) Ltd

Jan 2023 – June 2023

- Developed marketing plans for Himont's skincare and natural products
- Designed overall marketing strategy for the Lahore division which included market research, its analysis and developing promotional campaigns and tactical plans
- Analyzed IMS data and internal company numbers to comply to the IMS audit
- Completed operational requirements by scheduling and assigning projects and expediting work results.
- Maintained supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies
- Maintained accurate and up-to-date databases, spreadsheets, and records, ensuring data integrity and accessibility.
- Generated reports and analyzed data as requested, providing valuable insights for decision-making.
- Drafted, reviewed, and edited various business correspondence, including emails, memos, and reports
- Exhibited a high level of professionalism, integrity, and confidentiality in handling sensitive information and interaction

Assistant Project Manager

Total Parco Pakistan Ltd, Lahore, Pakistan

February 2020-March 2021

- Successfully launched the MUAWIN call center, the first of its kind within the organization, under the supervision of my line manager for supporting sales and operation teams in handling customer queries and complaints
- Took complete ownership of the project, responsible for creating standard operating procedures (SOPs) and developing a comprehensive flow chart to ensure smooth operations.
- Effectively managed the outsourcing process by partnering with IBEX to handle the call center operations, ensuring seamless integration and efficient service delivery.
- Played a pivotal role in the implementation of a cutting-edge CMS (Customer Management Software) specifically designed for the MUAWIN call center.
- Conducted comprehensive training sessions for customer care representatives, as well as various department heads, to ensure their proficiency in utilizing the newly launched CMS software.
- Acted as a primary point of contact for all stakeholders, addressing any operational issues, conducting regular performance evaluations, and suggesting improvements to enhance overall efficiency.
- Monitored and analyzed call center metrics, including call volumes, response times, and customer satisfaction levels, to identify areas for improvement and implement necessary change

Distribution & Supply Executive

Total Parco Pakistan Ltd, Lahore, Pakistan

October 2017 – Jan 2020

- Demonstrated proficiency in SAP, especially in the SD module. Used SAP functionalities to streamline processes, improve efficiency and enhance data accuracy.
- Generated sales reports, monitored stock levels and analyzed sales trends using SAP tools.
- Oversaw stock management and reconciliation activities, optimizing inventory levels to meet customer demands while minimizing costs. Implemented effective inventory control strategies to maintain optimal stock levels and minimize stock outs.
- Coordinated with cross-functional teams, including production, logistics, and procurement, to ensure smooth order fulfillment.
- Implemented system enhancements, automated manual tasks, and developed streamlined procedures to improve overall operational effectiveness.
- Performed ongoing operational process analysis, communicating project status and identifying and resolving operational constraints and issues.
- Perform planning/scheduling of customer deliveries to optimize logistics resources to the maximum possible extent and provide best services to the customer by ensuring timely delivery

Intern (Marketing Dept.)

Total Parco Pakistan Ltd, Lahore, Pakistan

July 2017-October 2017

- Planned and executed internal and external marketing events
- Supported sales and marketing teams in creation and implementation of marketing campaigns
- Responded to emails and social media messages according to prescribed policies
- Generated reports detailing to campaign performance , customer engagement & engagement trends
- Worked with vendors to complete projects according to schedule and specifications

Intern (Marketing Department)

Din News, Lahore, Pakistan

July 2015 – August 2015

- Worked with the marketing department on branding strategies
- Prepared social media posts and videos with eye for viral content strategies
- Forecasted marketing trends based on previous data to adjust campaigns and maximize viewership
- Identified appropriate marketing channels and target customers for campaigns