



PROFILE

Passionate Individual with total 6 year of professional experience in role of management and Customer Service. Here to secure a position in any prestigious organization like yours where my education, skills & experience could be properly utilized & where I could gain something better in future for mutual benefits.

CONTACT

PHONE:

UAE

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<https://www.linkedin.com/in/muhammad-ayan-75375b185/>

SKILLS:

Negotiation Skills	95%
Time Management Skills	90%
Business Development	85%
Coaching and Mentoring	95%
Analytical Skills	85%
Operation Management	75%

Add-ons:

Graphic Designing
Digital Marketing
SEO
Auto CAD
Adobe Photoshop

MUHAMMAD AYAN

Business Development/Administration & Accounts/ Customer Care Specialist

WORK EXPERIENCE

Ibex Global (Customer Service Specialist Walmart)



April 2021–Feb 2022

- ✓ Assist customers with their items purchased through the e-commerce website of WALMART within and outside of U.S.
- ✓ Deliver a class apart customer experience as measured by performance objectives and maintain the core values of client.
- ✓ Maintain swift responses to customers through email and/or chat and calls
- ✓ Listen and document the customer end queries and provide them effective resolution accordingly.
- ✓ Maintain a level of service through dealing with customers in a friendly, efficient, and an attentive manner.
- ✓ Document each customer query as well as the resulting solution.
- ✓ Provide alternatives to products/items, which are not available on the e-commerce website
- ✓ Follow standard processes and procedures when it comes to providing resolutions
- ✓ Stay up to date with the latest updates on system information and process changes
- ✓ Able to deal with objections and handle customer pushbacks

RB Enterprises (Manager)

Feb 2016– July 2021



- ✓ To serve as a representative of the company in all matters pertaining to quality, management, business developments and etc.
- ✓ Identification of Business opportunities for profitable in sourcing projects pertaining to manufacturing of Electrical and mechanical products and there services.
- ✓ Analyzing RFQ's, drafting bid documents through ARIBA (SAP), PO access and give timeline to manufacturing department for timely deliveries.
- ✓ Implement an efficient plan according to Company quality systems and policies for better performance and productivity.

Internship :

- Civil Aviation Authority (CAA)
- Meteorological Department

Languages :

- English (both Verbal & Written)
- Urdu (Expert both Verbal & Written)
- Hindi (Verbal)

Personal Information:

- Father Name : Sajjad Ahmed
- Date Of Birth : January 05, 1998
- Marital Status : Single
- Religion : Islam
- National ID : 42201-9276495-1
- Address: :Flat#7, Block 10, Pioneer Building Al Karama, Near Nesto Hyper Market ADCB Metro Station, Dubai, UAE



- ✓ Responsible for reviewing products and materials during manufacturing to make sure they meet company requirement.
- ✓ Communicate with external quality assurance officers during on-site inspections.
- ✓ Develop and implement department SOPs to achieve the vision and mission of the institution.
- ✓ Responsible for the effective and efficient meetings with vendors and consumers for business developments.
- ✓ Develop and execute an optimal strategy, pricing, availability, and cost prices to expand margin
- ✓ Coordination with technical and commercial evaluation committees for any clarifications required from the buyers and timely submission of TE's so as to complete procurement cycle effectively and efficiently.
- ✓ To handle all vendors, end-users queries/complaints received via email/phone or in person in a systematic and efficient manner.
- ✓ Maintaining records of all the signed contracts for future references as well as financial records i.e. Credits, Debits, monthly payrolls, Bank Guarantees, Performance Bonds, daily expenditures & etc.
- ✓ Responsible for the effective and efficient management.
- ✓ Evaluate incidents and take appropriate corrective measures.
- ✓ Ensure that all the department operations are in line with the SOPs and statutory guidelines
- ✓ Ensure policy compliance
- ✓ Devise procedures to inspect and report quality issues
- ✓ Report all malfunctions to production executives to ensure immediate action.
- ✓ Review current specifications and policies.
- ✓ Understand the needs of staff, both personally and professionally and motivate them to make them competent in their performance.
- ✓ Guiding Staff and workers about Company SOPs, company manuals and various procedures.
- ✓ Respond to complaint/grievance within shortest period of time.
- ✓ Random Inspection of all the materials before the deliveries to check all the materials are in lined with the desired specification.
- ✓ Inspect different materials to assure quality production.

EDUCATION

University Of Karachi

2016 - 2019

MSc. In Space Science & Technology with Aerospace Science.

Rangers Public School & College Karachi

2013 - 2015

HSC (Pre- Engineering)

Certifications:

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|---------------------|----------------------|
| • Graphic Designing | (Virtual University) |
| • AutoCAD | (Virtual University) |
| • Quickbooks | (Virtual University) |
| • Digital marketing | (Virtual University) |
| • SEO | (Virtual University) |
| • Freelancing | (Virtual University) |

Computer Literacy:

- ✓ Windows 10 & XP Environment
- ✓ Adobe Photoshop, Adobe In design, Adobe Lightroom, AutoCAD.
- ✓ Ms. Office (Word, Excel & PowerPoint, Outlook, Access)
- ✓ ANSYS, ERDAS EMAGINE, ARC GIS.