



Muhammad Hassan

Date of birth: 11/02/1996 | **Nationality:** Pakistani | **Phone number:**

(+971) 521831652 (Mobile) | **Email address:** hassanrajputhyd@gmail.com |

Address: Plot No 142, Warehouse No 2, Street 14th B, Ras Al Khor Industrial Area 1, 127902, Dubai, United Arab Emirates (Work)

WORK EXPERIENCE

29/12/2019 – CURRENT Dubai, United Arab Emirates

OFFICE MANAGER AMMAR HANIF GENERAL TRADING LLC

I hold the combined roles of an office manager, logistics manager, and e-commerce specialist and typically have a wide range of responsibilities encompassing various aspects of managing the physical workspace and the online business operations. Below are some of the key duties that I need to handle:

Office Management:

- Supervise and coordinate daily office operations, ensuring a smooth and efficient workflow.
- Oversee administrative tasks, including managing office supplies, equipment, and facilities.
- Develop and implement office policies and procedures to enhance productivity and organization.
- Handle communication with staff, clients, and vendors to maintain a professional work environment.
- Manage and optimize office budget and expenses.

Logistics Management:

- Plan and execute the movement and distribution of goods and materials.
- Coordinate with suppliers, manufacturers, and shipping carriers to ensure timely deliveries.
- Monitor inventory levels and implement inventory control measures.
- Resolve logistical issues, such as delays or damages, to maintain customer satisfaction.
- Analyze logistics data and identify areas for improvement in efficiency and cost-effectiveness.

E-commerce Specialist (Noon & Amazon):

- Manage the company's e-commerce platform(s) and ensure product listings are up-to-date and accurate.
- Optimize product pages for better visibility and conversion rates.
- Monitor online sales performance and analyze key metrics to make data-driven decisions.
- Implement and oversee digital marketing strategies, including SEO, PPC, and social media campaigns.
- Collaborate with the marketing team to create promotions and sales initiatives.
- Handle customer inquiries and complaints related to online purchases.
- Ensure smooth order processing, from order placement to delivery.
- Collaborate with warehouse and fulfillment teams to manage inventory levels and order fulfillment.
- Implement systems and procedures to track and manage orders effectively.
- Monitor and improve the overall order fulfillment process for efficiency and accuracy.

EDUCATION AND TRAINING

01/01/2014 – 18/10/2018 Jamshoro, Pakistan

BS SOFTWARE ENGINEERING University of Sindh

Website <https://usindh.edu.pk/>

DIGITAL SKILLS

Programming Languages - C,C++,Java,HTML and MS SQL server | Amazon Seller Expert | Ebay Virtual Assistant | MS office | Zoho CRM | Zoho Books | Zoho Inventory | Tongtool

ADDITIONAL INFORMATION

COMMUNICATION AND INTERPERSONAL SKILLS

Clear Verbal Communication: • Communicate ideas and instructions clearly and concisely.

- Use appropriate language and tone when speaking to colleagues, employees, and clients.
- Listen actively and attentively to understand others' perspectives and concerns.

Presentation Skills: • Deliver engaging and informative presentations to staff or clients.

- Use visual aids effectively to convey information.

Time Management: • Prioritize communication tasks and respond to emails and messages in a timely manner.
• Manage your own time efficiently to meet deadlines and commitments.

Feedback and Coaching: • Provide constructive feedback to employees for their professional development.
• Offer guidance and support to help employees improve their skills and performance.

Conflict Avoidance: • Proactively identify and address potential sources of conflict to prevent issues from escalating.

VOLUNTEERING

21/09/2022 – 21/09/2024 United Arab Emirates

Volunteer for Department and Community development These licenses will authorize me to practice volunteering, and will create volunteering opportunities to arise smoothly under the legal framework, and will unify and centralize the existing frameworks that assure your rights and duties and clearly define your roles and responsibilities which will be clearly outlined.

Link <https://imgur.com/a/tdjBKFm>

HONOURS AND AWARDS

23/06/2022

National Olympics Day Participant – National Olympics Committee of United Arab Emirates

Link <https://imgur.com/y18RdCp>