

## Professional Summary

Enthusiastic **dispatch manager** eager to contribute to team success through hard work, attention to detail and excellent organizational skills.

**Dispatch manager** with over 2 years of successful experience in **supply chain** and **ware housing operation**. Recognized consistently for performance excellence and contributions to success in Retail industry.

Experienced in supply chain with over 10 years of experience in Retail industry. Excellent reputation for resolving problems and improving customer satisfaction.

## Skills

- Supply chain distribution
- Ware housing operation managing
- Documented all work in excel
- Supply chain solutions
- Supply chain planning
- Service and supply support
- Transportation and logistics planning
- Project manager supervision
- Supply monitoring
- Understanding of supply chain operation

## Work History

### Supply Chain Dispatch Logistic Manager

01/2019 to Current

#### Chase Up Shopping City – Sind (Sindh), Pakistan

- Drove operational improvements which resulted in savings and improved profit margins.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Identified issues, analyzed information and provided solutions to problems.
- Eliminated downtime and maximized revenue by providing top project quality control.
- Prepared a variety of different written communications, reports and documents to ensure smooth operations.
- Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote safe working environment.
- Created plans and communicated deadlines to ensure projects were completed on time.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Developed team communications and information for meetings.
- Resolved problems, improved operations and provided exceptional service.
- Proved successful working within tight deadlines and fast-paced atmosphere.

**Chase Up Shopping City – Karachi, Pakistan**

- Worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Completed all paperwork, recognizing any discrepancies and addressing them in a timely fashion.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Managed quality assurance program, including on-site evaluations, internal audits and customer surveys.
- Increased customer satisfaction by resolving any service and product issues.
- Offered friendly and efficient service to all customers, handled challenging situations with ease.
- Managed team of 25 employees, overseeing hiring, training, and professional growth of employees.
- Created spreadsheets using Microsoft Excel for daily, weekly and monthly reporting.
- Monitored all company inventory to ensure stock levels and databases were updated.
- Used Microsoft Word and other software tools to create documents and other communications.

**Supply Chain Dispatch Officer**

09/2010 to 12/2015

**Chase Up Shopping City – Karachi, Pakistan**

- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Received and processed stock into inventory management system.
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Worked closely with [dispatch officer](#) to maintain optimum levels of communication to effectively and efficiently complete projects.
- Served customers in a friendly, efficient manner following outlined steps of service.
- Delivered Goods to customer locations within specific time frames.
- Actively listened to customers' requests, confirming full understanding before addressing concerns.
- Manage receiving activities, put away materials order issuance.
- Ensure adherence of company policy and procedures motivate and promote team work.
- Managing all aspects of logistic and warehouse activities.

**Education****B.Tech: Mechanical Engineering**

04/2011

**Indus Institute Of Higher Education****D.A.E : Auto Mobile**

09/2008

**St.Patrick Collage****Certifications**

- [Certified Team work](#), Chase up university - [29.Jan.2020](#)
- Certified [work management](#), Chase up University - [23.Dec.2019](#)
- [Certified Email Etiquette](#) - [26.Dec.2019](#)