

## AHMAD UMAR FAROOQ

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A competent professional, seeking assignment of E-Store Management, Banking Operations/Medical Equipments/Sales & Support as Business Executive/Sales & Service Engineer with an organization of high repute



### PROFILE SNAPSHOT

An astute professional with nearly 9 years of experience in:

**Sales Operations**

**Complaint Resolution**

**E-Store Management**

**Business Development**

**Office Management**

**Virtual Assistant**

**Customer Services**

**Reporting & Documentation**

- Hands-on experience of up-selling/sales, customer order fulfillment, clearing of import goods, taking part in tenders and attending negotiation meetings of Govt., Semi Govt. Pvt. & Defense Sector
- Demonstrated excellence by effectively handling Biotech Pakistan's Lahore Region Branch
- Proficient in leading dedicated teams for running successful business operations and experience of developing procedures & service standards for business excellence
- Deft in handling all service activities, analyzing market trends and establishing healthy & prolonged business relations with clients
- Adroit in performing all banking operations effectively & efficiently, coordinating with various branches & managing a variety of branch banking operations
- An effective communicator with quick learning, problem solving and analytical skills



### WORK EXPERIENCE

**December' 17 to Present: Agility Logistics Pvt. Ltd.**

**Agility Logistics (Cargo, Freight & Shipping Division) Pvt. Ltd. Islamabad Branch**

- Key Accounts Management
- Business Development
- Marketing
- Freight Handling, Customs Clearing, Warehousing & Transportation



**Assistant Manager Operations, SAMSUNG E-Store, Lahore, Punjab, Pakistan**

- Managing accounts related matters
- Carry warehouse management of e-store in effective way
- Updating data of inventory & accounts on daily basis
- Preparing P/L working on monthly basis
- Directly in touch with LMD partner and Samsung Operation team for follow-up
- Works on reports templates needed for e-store by co-ordination with IT team
- Works on notification alert type template upon each order received in system
- Possess strong interpersonal skills regarding e-commerce
- Strong interest on Amazon e-commerce



**SAMSUNG**

### **Assistant Manager Sales for Shell, Pakistan, Sargodha**

- Marketing
- Customer/client relations
- Key Accounts(Whole sellers) management
- Market Penetration and productivity



### **Assistant Manager Sales/Branch Manager for Shell, Pakistan, Jhelum**

- Administration
- Marketing
- Customer/client relations
- Accounts, inventory and warehouse management
- Key Accounts(Whole sellers) management
- Market Penetration and productivity
- Supervision and management of sales staff

### **Distribution Executive for Omore (Engro foods), Karachi**

- Inventory and stock management
- Distribution operation management



## **PREVIOUS EXPERIENCE**

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### **March' 17 to Dec 2017: BIOTECH Pakistan ([www.biotechpakistan.com](http://www.biotechpakistan.com)), Islamabad, Lahore & Karachi (Head Office) as Manager Admin also Sales & Service Engineer**

#### **Key Result Areas:**

- Accountable for handling medical equipment supplies & services, meeting customer's demands, taking part in tenders and providing after sale services all over in Pakistan
- Installed medical equipment's, paid routine visits of hospitals, checked customer/end user satisfaction and attended negotiation meetings
- Responsible for the after sales services, including Installation of New equipment and also visit the site for the complaint resolving,

### **Oct'16 to Feb'17: BIOS ([www.bios.pk](http://www.bios.pk)) Lahore (Regional Office) as Sales & Service Engineer**

#### **Key Result Areas:**

- Accountable for handling medical equipment supplies & services, meeting customer's demands, taking part in tenders and providing after sale services all over in Pakistan
- Installed medical equipment's, paid routine visits of hospitals, checked customer/end user satisfaction and attended negotiation meetings

### **Nov'15 to Sep'16: BankIslami Pakistan Limited, Main branch Chakwal City, as Business Executive**

**Key Result Areas:**

- Handled consumer sales & retail operations and coordinating with the customer services
- Developing relationships with key decision-makers in target organizations for business development
- Exploring new business opportunities in various segments along with concerned branches in the states
- Worked as business executive and managed front desk officer for entertaining the customer, because every client is valuable
- Mapping client's requirements & providing best products to suit their requirements; generating business from existing accounts and achieving profitability & sales growth
- Formulating corporate goals, short & long term budgets, developing business plans for accomplishment of target and goal of the organization

***Dec'11 to Sep'15: Biotech Pakistan Private Limited ([www.biotechpakistan.com](http://www.biotechpakistan.com)), Islamabad, Lahore & Karachi (Head Office) as Sales & Service Engineer***

**Key Result Areas:**

- Accountable for handling medical equipment supplies & services, meeting customer's demands, taking part in tenders and providing after sale services all over in Pakistan
- Installed medical equipment's, paid routine visits of hospitals, checked customer/end user satisfaction and attended negotiation meetings

**PROJECT UNDERTAKEN**

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**Project:** 1<sup>st</sup>Integrated Modular Operation Theater  
**Client:** Agha Khan University Hospital, Karachi  
**Location:** Karachi  
**Period:** 5 months  
**Team Size:** 7 Engineers  
**Description:** Under this project handled Installation of Modular OR Pakistan 1st integrated Modular.

 **INTERNSHIP**

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***April'10 to May'10: Siemens Pakistan, Islamabad as Internee***

**Organization:** Siemens Engg. Co., Islamabad  
**Period:** 2 Months  
**Role:** Intern  
**Description:** Learnt about the business deals and prepared offers of Industrial Automation, etc.

 **EXTRA-MURAL ENGAGEMENTS**

- Effectively served as:
  - Member of Youth Parliament Pakistan
  - District (Chakwal) Focal Person of Youth Parliament of Pakistan
  - Member of Blood Donation Project by VHE Welfare Foundation and Permanent Blood Donor
  - Project Member of Active Citizens Workshop by British Council Pakistan
  - Coordinator of Islamabad & Rawalpindi at Blood Stream (Blood Donation Society)
  - Organizer of Youth Parliament Platform. Handled the inauguration of model village of 100 houses in flood affected Tensile Tonsa of D G Khan, with the support of Organization of Islamic Conference
- Actively participated:
  - Pakistan Urban Forum 2011 and Managed Urbanization-The Road to National Development
  - As Active Citizens – National Exchange Programme 2011 at Multan with collaboration of British Council Pakistan, VSO (Volunteers Services Organization) and Awaz CDS Multan
  - Round Table on youth development and economic growth chaired by UN Special envoy with Deputy Chairman Planning Commission of Pakistan
- Remarkably participating in:
  - 2 episodes of News and Current Affairs Program “DunyaToday” hosted by MoeedPirzada
  - 1 episode of “Capital Talk” hosted by Hamid Mir, discussed the youth education and skill development through skill training sessions and realized the economic growth via entrepreneurship
- Successfully organized Medical Camp Project in Slum area of Islamabad by Destiny Angels



## IT SKILLS

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- Well versed with Microsoft Office Computer literacy and typing skills and other Applications
- AMAZON Virtual Assistant Sep 20- Dec 20, Punjab Board of Technical Education, Lahore



## EDUCATION

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**2020:** Pursuing **A.D (Marketing)** from AIOU, Islamabad (Equl. To B.A Honz)  
**2012:** **Bachelors of Arts (B.A.)** from The University of Punjab, Lahore  
**2009:** **D.A.E (Electrical)** from Punjab Board of Technical Education, Lahore



## PERSONAL DETAILS

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**Date of Birth** : 26<sup>th</sup> May, 1987  
**Address** : House # 46, Lane # 1-C, Judicial Colony, Near Gulzar e Quied Housing Society. Islamabad, Pakistan  
**Languages Known** : English, Urdu and Punjabi  
**CNIC** : 37201-3407716-1  
**Domicile** : Punjab (Chakwal)