

## MUHAMMAD USMAN

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### **OBJECTIVE**

I am looking for lucrative and thriving opportunities in my life. My ambition is to be a role member of the team and play a vital part for the company by utilizing my skills and to do my best hard work for my position.

### **WORK EXPERIENCE**

January 2020 – Present - **Amazon.AE**

#### **Warehouse Associate**

- Packer- Pack items to be shipped out to customers while maintaining good quality and a production rate over 100%.
- Picker- Pick items that customers have ordered to be shipped while maintaining good quality and a production rate over 100%
- Process Guide- Provide packers with the materials they need to pack successfully, keep a clean and organized line, and make sure that CPT's get packed out.
- Slam Operator- Keep the slam lines running, correct packages that kick out for various reasons, and make sure the product in the package is the correct product that the customer ordered.
- Arrive early every day to ensure pack lines and stations are prepared for the start of shift, making sure that each line has enough work and the stations are stocked with the materials needed to pack.

December 2016 – December 2019 - **KHALID HOSPITAL (Pakistan)**

#### **Customer Service Officer:**

- Entering customer and account data from source documents within time limits.
- Compiling, verifying accuracy and sorting information to prepare source data for computer entry
- Scan documents and print files, when needed
- Respond to queries for information and access relevant files



- Transfer data from paper formats into computer files or database systems using keyboards, data recorders or optical scanners

June 2015 - November 2016 **Joshi Tech Call Center (Pakistan)**

### **Call Center Agent**

- Manage large amounts of inbound and outbound calls in a timely manner
- Working as a online customer care operator from June 2015 till Dec 2016.
- Follow communication “scripts” when handling different topics
- Identify customers’ needs, clarify information, research every issue and provide solutions and/or alternatives
- Seize opportunities to up sell products when they arise
- Keep records of all conversations in our call center database in a comprehensible way
- Meet personal/team qualitative and quantitative targets

### **SKILLS**

- |                        |                             |
|------------------------|-----------------------------|
| • Time Management      | • Organization and Planning |
| • Problem solver       | • Critical Thinking         |
| • Quick learner        | • Multi-tasked              |
| • Communication skills | • Organized                 |
| • Customer Service     | • Leadership                |
| • Dependability        | • Flexibility               |

### **TECHNICAL SKILLS AND EXPERTISE**

- Diploma in Microsoft Office
- Auto Cad (2D/3D) 2018

### **EDUCATION**

- Intermediate in Pre-Engineering 2016
- Board of Intermediate & Secondary Education, Multan., Pakistan Grade C

### **LANGUAGES**

- English
- Urdu
- Hindi

### **REFERENCE**

- Reference will be provide on demand