



UMAR JAVID

CUSTOMER SERVICE AGENT | SALES REPRESENTATIVE |
PROJECT MANAGER

OBJECTIVE

A motivated individual with passion for learning and acquiring knowledge thru experience

SKILLS

A quick learner and team player
Loves to explore technology in new phones and gadgets.
Holding a valid U.A.E driving license

LANGUAGES

Arabic - Fluent Speaker
English - Proficient
Urdu - Native

EDUCATION

FOUNDATION COURSE •
SEPTEMBER 2019 - 2020 •
AMITY UNIVERSITY, DUBAI
Passed with GPA 6.97

EXPERIENCE

MERCHANDISER • 3M • JULY 2022 – SEPTEMBER 2022

- Managed stock keeping
- Management of various deliveries of merch
- Visited stores (ACEE) to keep track of supply
- Handled daily LPO and invoices
- Replenishing stocks and supplies in back store.

7 STADIUM • DULSCO • APRIL 2022

- Represented various companies
- Managed whole team of promoters at event
- Promoted product lunch to customers and tourists

MARKETING EXECUTIVE • JOTUN • FEBRUARY 2022 – MARCH 2022

- Managed product launch
- Data collection & management
- Visited retail shops (hardware shops) to promote Jotun products
- Distributed Jotun gift packs in labor camps

HR OFFICER • YALLA BASKET • JUNE 2021 – JULY 2021

- Assisting HR team with scrutinizing new recruits
- Recruitment & Selection process through to the onboarding process.
- HR Administration & Leave Management Process.
- Training & Development across the organisation.
- Ensuring the implementation & adherence of various policies, processes, procedures & systems across the organisation.
- Manage the transactional elements of HR including HR reporting, maintaining Employee data and drafting employment contracts and will assist with the implementation of various HR systems.
- Responsible for HR data analysis such as staff turnover rate, attendance rate so as to manage the team in an effective way.
- Make recommendations where appropriate regarding improvements to existing policies, procedures and systems.



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LINKEDIN URL

SCHOOLING (O LEVELS) •
AUGUST 2019 • GEMS
WINCHESTER SCHOOL, DUBAI
Passed O levels in August
2019

- Develop a good working relationship with other departments and all employees.

WAREHOUSE ASSISTANT • GITEX • SEPTEMBER 2020 – OCTOBER 2020

- Ensuring issue of material first in first out.
- Operational Standards and Management.
- Printing the pick slip for the material to be supplied to outlets.
- Verify the material picked by the staff to ensure right items and quantity is picked.
- Confirm stock transfer into system.
- Send material to outlets with stock transfer.
- Receive and verify material return from the outlets as per Material Return Note.
- Complete the work allocated by the supervisor time to time.
- Proper storage of material in their assign place.
- Receive material from supplier and assist in counting and keeping in assigned location.
- Verify material received as per packing list.
- Inform any discrepancy identified during receipt of material by preparing discrepancy slip.
- Prepare Invoice for Territory Stock Transfer.
- Perform duties assigned time to time by the management.
- Assist customers with all queries for products and resolve all billing uses and provide information on all product usage
- Identify customer needs, clarify information, research every issue and provide solutions and/or alternatives while following call center “scripts” when handling different topics
- Monitor all calls and deal efficiently with all upset customers and angry callers and monitor behavior of the same
- Administer all issues and recommend efficient resolution within the required timeframe
- Maintain knowledge on updated fleet and company policy to provide assistance to all customers and maintain the confidentiality of all information according to the data privacy requirement

CASHIER • DULSCO - THREADS • JULY 2019 – SEPTEMBER 2019

- Assisting customers with instore shopping and check out process.
- Maintaining receipts, recording sales and cash flow management.
- Replenishing stocks and supplies in back store.
- Generating invoices upon check out.
- Packing items at check out.



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- Ensures that products are handled with due care and reaches the customer in good condition with complete documentations.
- Resolve clients complains and provide link between customers and warehouse staff.
- Coordinates with superiors in case a problem arises during delivery execution
- Health, safety and Security.
- Inventory Management / Procurement.



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