

GIBRAN VAHIDY

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EXPERIENCE

September 2020 – June 2022

Cheetay Logistics, Pakistan

Business Manager - Process Improvement

- Cheetay (<https://www.cheetay.pk/>) is a leading delivery app operating nationwide across four verticals: *Food, Grocery, Fresh Dairy and Pharma*
- Headhunted from prior role to assist Cheetay with the development and improvement of its operating processes across all business divisions.
- Worked on implementation and improvement of multiple internal processes, with touch points including customer satisfaction, warehouse management, customer refunds, and customer lifecycle management
- Implemented organizational level agreements internally across all departments
- Implemented Service Level Agreements with external & internal stakeholders (Commercial, Finance, Logistics & Customer Experience departments)
- Worked on the implementation of CRM tools like Bitrix24 & Zendesk across all departments.
- Worked on Trello, Basecamp & Jira for project management across all departments
- Worked with senior management to outline budgetary requirements for new warehousing and call centre staff.
- Identified and established warehouses for new business lines grocery and pharmacy.
- Selected site locations for Grocery dark stores and Help Line Call Centres.

December 2016 – September 2020

CarFirst, Pakistan

Head of Expansion

- Carfirst is an automotive online platform servicing customers wanting to sell their cars and facilitating car dealers to purchase them online.
- Design & implement short, mid-, and long-term strategies for Carfirst's growth by launching new purchase centres across Pakistan.
- Validate the demand and supply of current purchase centres based on data driven information.
- Effectively collaborate with Carfirst leadership as well as the Marketing, Supply and Product Teams in ensuring resources are allocated & optimised for quickest growth

August 2014 – December 2016

Sefam Pvt Ltd, Pakistan

Business Development Unit Operations Manager

- Hired as point person to oversee the set up and Pakistan launch for leading fashion brands Ralph Lauren and Armani Collezioni for the Sefam Group (<https://www.sefam.com/>) a leading retail conglomerate in Pakistan.
- Oversaw all operations related activity including site location and identification, lease negotiations, hiring of staff
- Responsible for running staff training programs to implement sale procedures, visual merchandising, customer service & career advancement techniques.

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Sept 2013 – August 2014

Porsche, Pakistan

Sales Consultant

- Responsible for increasing unit sales for top tier luxury automobile marque in Pakistan.
- Mined social network to identify high net worth clients as potential buyers.
- Worked as a core member of the sales & marketing team to close sale transactions.
- Arranged and assisted in automobile test drives.
- Assisted customers in tailoring products to individual tastes and requirements.
- Ensuring appropriate documentation processes, keeping track of competitor markets.

EDUCATION

July 2006 – August 2012

University of New South Wales, Sydney

Bachelor of Arts (2007-12)

Subjects: International Business, Information Research & Management, Development Studies, Music Technology.

Foundation Year (2006-7)

Subjects: Australian Studies, Academic English, Maths, Computer Studies, International Perspectives.

SKILLS AND INTERESTS

- Proficient with Microsoft Office Suite
- Fluent in English & Urdu
- Interests include: Music, Film, Books, Basketball & Cricket