

Muhammad Anas Husain

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UAE Employment Visa/ Own Visa, Valid till 2025

Dubai, United Arab Emirates

PROFESSIONAL EXPERIENCE

Amazon – Q Express Documents

Dubai, United Arab Emirates

Accounts Development Executive

Jan 2024 – Presently Employed

- Manage and prioritize a diverse workload, excelling in multiple administrative tasks.
- Oversee delivery operations, maintaining efficient systems and procedures for inventory control, communication channels, and document management.
- Contribute to strategic planning and decision-making processes, using analytical skills to assess data and present recommendations.
- Manage and maintain digital platforms, including databases and internal communication tools.
- Provided exceptional customer service to clients and staff, resolving issues promptly and professionally.

Achievements:

- Handled 35% more hubs during peak season, across multiple stations, while keeping their performance in check with zero DEA Misses.
- Helped in achieving Managers vision come to light, in crucial time by opening more than 10 hubs in only 2 weeks of time frame, which resulted in 60% success rate in comparison to an Average ADE's.
- Went extra mile to help colleagues tackle and find situations to improve overall hub performance.

Shan Corporation (Pvt.) LTD.

Karachi, Pakistan

Administration/ Logistics Manager

October 2020 – September 2023

- Streamlined and optimized administrative processes, reducing costs by 25% and increasing efficiency by 30%.
- Oversaw the management of a team of administrative staff, providing training, guidance, and performance evaluations
- Lead the functions of a 15 member team of supply chain professionals who managed aspects like logistics, warehousing, distribution and demand/supply planning.
- In charge of administrative tasks such as researching information, scheduling appointments, managing budgets, preparing reports, organizing events and meetings, and providing customer service.
- Managed Teams, overlooked their performance based in metrics.
- Acted as liaison between the company and external vendors and service providers, improved process workflow

Achievement:

- Established a more friendly work environment which made employee's productivity increase and reach new highs. Performance of employees along with their connectivity towards their work increased.
- Improved logistics by removing barriers, which resulted in 20% cost reduction and increased time efficiency.

Icon Group of Companies

Karachi, Pakistan

Treasury Dealer - Front Office

August 2019 – October 2020

- Structure deals and assists in better investment decision for clients which included Top Pakistani Banks along with many other financial institutions such as NBFI, DFI's and Mutual Funds.
- Was one of the Top most business generating employees in last 6 months before leaving this employment.
- Negotiate deals with other financial institutions, made decision to buy and sell contracts based on analysis,
- Working on a trading desk in Interbank Fixed Income & Foreign Exchange markets.
- Conducting research on Fixed Income, Foreign Exchange based on economic, political and financial indicators.

Achievements:

- Was one of the Top most business generating employee's in last 2 quarters before leaving this employment.
- Company achieved immense growth during my tenure, profits margins doubled while costs and overhead expenses made valuable recovery

SPDI, S2F

Manager Tele Sales/ Customer Support

Karachi, Pakistan

Jan 2018 – August 2019

- Reviewed and entered payable invoices, made adjusting journal entries, entered inter-company transactions, and assisted with administrative tasks such as emailing and pulling files for audit
- Identify relevant markets and opportunities for new businesses to get connected with our firm
- Set sales targets, monitor performance and work with Team Lead to meet monthly targets
- Developed strong relationships with the agents in order to ensure their long term loyalty to the company
- Achievements: Company performance increased better than expected targets, sales were highest in comparison to company's previous achievements.

Achievements:

- Highest commission earner throughout working tenure.
- Company generated highest revenue from clients, with lowest number of complains.
- Customer complaints decreased by almost 40% in comparison to previous years.

DGS/ TRG

Sales Executive/ Customer Support Executive

Karachi, Pakistan

June 2016 – December 2017

- Product Sales representative. Held record of most up sell
- Cooperated with sales and marketing team to find best possible ways to reach out customer more effectively and even focus on worst selling products to be approached in different direction to get company better results.
- Establish, develop and maintain positive and healthy customer relationships for long term commitments.

Achievements:

- Customer referral increased by around 25%, due to clear and honest communication skills.
- Positive feedback from clients increased by record breaking 80%.
- Was recognized as top performer for regular 6 month unhinged streak, as best seller.

SKILLS, ACTIVITIES & INTERESTS

- | | | |
|---------------------------------|---------------------------------|------------------------|
| • Team Management | • Procurement processes | • Cross-Cultural Comm. |
| • Facilities Management | • Inventory management | • Digital Literacy |
| • Planning, Performance Metrics | • Ability to work independently | • Multilingual |
| • Leadership | • Vendor management | • Customer Service |
| • Multitasking | • Quality control | • Active Listening |
| • Time Management | • MS Office Suite | • CRM Software |
| • Communication skills | • Project Mgmt Tools | • ERP Systems |
| • Organizational skills | • Memos | • Data Analysis Tools |
| • Attention to detail | • Problem-Solving | • Interpersonal Skills |
| • Risk management | • Research Skills | • Adaptability |

EDUCATION**PAF-Karachi Institute of Economics and Technology****Karachi, Pakistan***Bachelors of Business Administration (CGPA 3.26)*

2015-2019

Coursework: Sales & Marketing Management, Social Advocacy, Accounts, Analysis of Pakistani Industries, Financial Modeling, & Economics

NCR-CET**Karachi, Pakistan***HSSC (Higher Secondary School Certificate) – Pre Engineering*

2010-2012

City Kehkashan School**Karachi, Pakistan***SSC (Secondary School Certificate) – Science*

2008-2010

ACHIEVEMENTS & EXTRA – CURRICULAR ACTIVITIES

- Awarded Director's Honor Badge award for achieving outstanding grades and overall percentage in course of studies (April 2017)
- Awarded Presidents honors list award for maintaining grade point average in course of studies (November 2017)
- Granted 85% scholarship twice in PAF-KIET in course of studies of BACHELORS OF BUSINESS ADMINISTRATION