

Curriculum Vitae

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CAREER OBJECTIVE:

A working professional with an experience of over 8+ years with extensive knowledge in customer service operations and Logistics operations with proven skills in resolving complex issues, people development and delivering results.

Experience

iMile Delivery Service, Dubai **Sept.2018 – Present**
Role: Operation Supervisor (Last Mile Specialist)

1. Manage transportation schedules and ensure cost effective deliveries and dispatches.
Plan zones and revise routes as per operational requirement and Optimizing transportation solutions for the company.
2. Dedicating a precise number of delivery agents allocated to each zone all around Dubai and make schedule adjustments to meet business goals and achieving cost effectiveness and saving time.
3. Monitoring dashboard activities from the order placement till delivery to detect and resolve any major problem in a timely manner.
4. Countering all the inquiries and concerns received from the customer service as a priority and instruct the driver accordingly where it's necessary.
5. Recruitment, onboarding, training and scheduling of Delivery associate.
6. Maintain metrics and analyze data to assess performance and implement improvements. Generates and shares comprehensive and detailed reports about team performance, mission-related objectives, and deadlines.
7. Managing operations, develop and implement process improvements, involved in strategic planning, setting goals and objectives.
8. Maintaining all the tracks and keeping an account of all the cancelled orders due to the reason of late delivery or item damaged which was followed by a thorough investigation and imposition of penalties.
9. Pulling out reports on daily basis to compare and evaluate the delivery performance to provide strategic plans for improvement.
10. Coach Delivery Associate about management conditions of work, rules, and regulations guiding the establishment to ensure that they adhere to company policies.
11. Make available all work related records such as attendance and efficiency score to management for the purpose of payment and other rewards.
12. Work closely with HR & Safety departments to make sure activities remain compliant.
13. A strong Represontor and Point of Contact For Amazon, Al- Futtaim, Landmark.

Skynet Worldwide Express (Intl. Cargo unit) -UAE

(FEB 2016 to May 2018)

Role: Logistic Team Leader

1. Manage the day to day e-commerce fulfillment operations including the last mile.
2. Lead picking, dispatch, and last-mile teams to ensure all activities are performed effectively and seamlessly.
3. Monitor and control delivery service providers.
4. Managing the Call Customer Care Team
5. Ensure coordination of operations team, commercial team, and IT.
6. Keen Knowledge in IT Application for Delivery Management.
7. Monitor the production KPI's and work towards continuously improving it.
8. Evaluate and problem-solve for logistics, operations, and other system process hurdles.
9. Sets appropriate control mechanism to ensure budget compliance and takes corrective measures when necessary.
10. Ensure measures are taken to load goods on-time as per the schedule defined by the last-mile department.
11. Staff Planning & resource allocation for optimized operational efficiency
12. Ensure team productivity and continuous improvement to achieve operational excellence
13. Monitoring daily KPI's and individual performance of every staff, train and coach.

Dubai health Authority, Al Quoz Medical Centre. (Nov 2013 to Jan 2016)

Role: Logistic Coordinator

1. Insert customer and account data by inputting text based and numerical information from source documents within time limits
2. Compile, verify accuracy and sort information according to priorities to prepare source data for computer entry
3. Review data for deficiencies or errors, correct any incompatibilities if possible and check output
4. Research and obtain further information for incomplete documents
5. Apply data program techniques and procedures
6. Generate reports, store completed work in designated locations and perform backup operations
7. Scan documents and print files, when needed
8. Respond to queries for information and access relevant files.
9. Comply with data integrity and security policies
10. Ensure proper use of office equipment and address any malfunctions.

PROFESSIONAL SYNOPSIS:

1. 6 Year of experience as an Assist. Logistic Supervisor in UAE.
2. Successfully carried out with Operations with high Clientele list Landmark, She in, Carrefour, Mumz world, RAK Bank, ASOS etc., etc.
3. Good exposure to team management.
4. An exemplary communicator with experience in handling clients.
5. A good knowledge in fleet management.
6. Strong Communication Skills.

COMPUTER PROFICIENCY:

1. Adequate exposure to MS-Office.
2. A keen Knowledge on Last Mile Software, Routing tools and Ware House Management System.

ACHEIVEMENTS :

1. Best Employee from Gulf News,Dubai, UAE.
2. Al Shaya group Best Leader.
3. “Best Performer of year” iMile.

EDUCATION QUALIFICATION

1. Bachelor Degree in Arts from MJP Rohil Khand university, Bareilly, UP. India.
2. Intermediate from G NHSS Mundalia Bhainsaha Pilibhit, UP, India.

PERSONAL DETAILS:

Nationality	:	India
Date of Birth	:	24-July-1991
Marital Status	:	Single
Passport No	:	L3694793
Nationality	:	India
Visa Status	:	Employment Visa
Languages	:	English, Hindi, Urdu.

DECLARATION:

I hereby declare that all the information furnished above is true to my knowledge & reference will be provided on request

(Imran Hasan)

