

# ALI SHAN BUTT



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## ABOUT

I am a talented, ambitious and hardworking individual, with broad skills and experience in digital and printed marketing, social media and leading projects. Furthermore, I am adept at handling multiple tasks on a daily basis competently and at working well under pressure. A key strength is communication; building strong relationships with people in order to deliver the best results.

## EXPERIENCE

**Oct-2020 to June-2022**

### Retail Operations Lead



- Manage end-to-end operations flow -- ensure smooth operations in line with strategic targets,
- Report daily operating metrics -- track and report on daily metrics,
- Dispatching -- ensure orders are being dispatched from the retail sites in a consistent and timely manner,
- Rider performance management -- partnering with the Delivery Operations team to execute on rider on-boarding and performance management.

### Inventory Lead / Inventory Controller

- Tracked store shrink.
- Occasionally covered for Retail as a salesman.
- Provided excellent customer service.
- Received all products and shipments to store.
- Oversaw warehouse.
- Disposed trash and recycling as well as other maintenance when needed.
- Received daily trucks with a team of 15 employees.

### Order Processor / Store Keeper

- Review daily shipment log
- Input orders into company system
- Create shipping paperwork for outbound deliveries
- Track shipments and update master list
- Handle any issues or discrepancies with shipments
- Communicate delivery updates with sales team
- Monitor inventory and order more supplies when necessary

### Pricing Analyst / Data Entry

- Effect the organization's pricing strategy into their pricing systems
- Ensure that prices and specific programs conform to the organization's pricing strategy
- Responsible for documenting and maintaining pricing processes
- Responsible for the review and administration of price deviations and exceptions

**Oct-2019 to May-2020**

**Inbound Customer Service Representative**



- Answering phones with polite, courteous and professional manner
- Ask probing questions to identify customer issue or concern
- Knowing when to escalate an issue or concern
- Provide online support for current print and digital subscribers
- Handle all calls with customers so that the customer is 100% satisfied when the call ends
- Maintain customer satisfaction ratings outlined in company policy
- Meet or exceed minimum performance standards outline in company policy

**Oct-2016 to Oct-2019**

**CSD LEAD (Cx Service Desk Lead) / Receptionist**



- Greet Clients and Visitors with A Positive, Helpful Attitude.
- Helping Maintain Workplace Security by Issuing, Checking.
- Preparing Meeting and Training Rooms.
- Answering Phones in A Professional Manner, And Routing Calls as Necessary.
- Build and Maintain Good Relationship with Clients and Customers by Interacting Warmly with Them.

**Jun-2015 to Aug-2016**

**Salesman / Merchandiser**



- Proven work experience as a Sales Representative
- Excellent knowledge of MS Office
- Highly motivated and target driven with a proven track record in sales
- Excellent selling, negotiation and communication skills
- Prioritizing, time management and organizational skills

**HAJVERY University –BS (Media & Film, TV)**

**2017 – 2021**

Extra and Social activities include (Taking part in Programming Competition, Direct on Projects made by other Students) were held in University.

HTS (Hajvery Theater Society) were made by students of the University.

**CERTIFICATION**

**Photography**

**Institute:** VizRah

**Issue Date:** October 2018

**SKILLS**

**Skills in Field:**

Photography, Direction, Editing, Camera Handling, Script Writing, Screen Play, Marketing.

**Skills in Designing:**

Adobe Photoshop, Adobe Illustrator (basics), Adobe Premiere Pro.

**Skills in Development:**

Cx Handling, Inventory Control, Team Lead, Team Management, Metabase Query, KPIs Query, Data Entry skills.