

ANJUM RIAZ ABBASI



CONTACT INFORMATION

H#ZB 5287 St#24C Fouji Colony
Rawalpindi-Pakistan

Mobile: +92300-0640494
+92315-5412750

anjum.abbasi.87@gmail.com

CAREER OBJECTIVE:

Organized and motivated employee able to apply for challenging position where my Skills properly utilized for growth of organization.

PROFESSIONAL EXPERIENCE:

Team Lead Operations & Fleet:

Myrider.pk (E.Com and COD)

February 2017 – Till date.

A product of **Innovative Ideas (Pvt) Ltd.**

Islamabad. Pakistan.

Job Responsibilities

Operations Management /Supply Chain/Fleet Operations/ Distributions/Warehousing

- Looking Operations activities of Gift delivery Business and COD.
- Delivery Management, Routes, Area wise load distribution.
- Warehousing, Inventory Management,
- Vendor Management, Keep an eye on Inventory, distribution to other stations.
- Distribution/Dispatch of Inventory to Network Operations.
- Fleet Management, Maintenance, Fuels.
- Operations Audit/Performance Checks.
- Area wise routes creation/Routes Allocation as per Riders placement.
- Responsible for running operations nationwide.
- Shipments Movements/Forwarding/De Briefing of Riders/Couriers.
- Bank Alfalah Account Verification project in 12 Cities.
- Jazz/Warid/Ufone/Telenor SIMS delivery project of in 11 cities
- Biometric/Activation of Cellular SIMs booked by online through Websites.
- Door to Door Delivery project of 4G SIM Activation by Couriers.
- Supply Chain/Fleet operations.
- Building and maintaining strong relationship with customers, suppliers and vendors.
- Identify and execute Co-Branding options with various renowned vendors across Pakistan and launch special packages for various events.
- Attendance, Payments, Expenses and salaries of Staff.
- Hiring/training of couriers/delivery man/Service delivery officers.
- COD Parcels movement, payment disbursement, Billing, Collection.
- Ability to manage operations within budgetary constraints.
- Manage operational Expenses and Budgets.
- Responsible for training of staff/rider

Customer Support Officer

October 2011 – January 2017

ZONG Telecom (Pvt) Ltd.

Islamabad. Pakistan.

Job Responsibilities

After sales services /Sim booking and tracking/Inventory management

- Customer handling through phone calls, emails, web chat and providing information.
- On job rotation in different operational departments(complaint management, system and process, quality assurance and training,4G awareness campaign)
- Customer Support, Complaints & Compliances.
- Email Correspondence, reply's
- Assist customers with delivery sim orders via phone and email
- Execute order processing through our custom software. Follow up with order status inquiries, return requests, and general service inquiries.
- Help train and orient new customer service representatives as needed.
- Work closely with dispatchers and other customer service representatives to determine best delivery methods to meet clients' needs.
- Maintaining SLA and AHT to achieve KPI

COORDINATOR

February 2011 – October 2011

Pakistan Observer

Job Responsibilities:**Emailing/Communication/Interdepartmental-Liaison**

- Supervise all the E-mails
- Inter departmental coordination.

EDUCATION:

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| January 2009- 2011 | AIR UNIVERSITY, ISLAMABAD, Pakistan Master of Business Administration (Marketing) |
| January 2008- 2010 | JiC -Punjab University-Rawalpindi Bachelor of Commerce |
| June 2006-2008 | Govt Boys College Mirpur AK, Pakistan Intermediate, Pre-Engineering |

INTERNSHIP: PIA

- **Worked in the departments of marketing and accounts**
- **Refunds**
- **Customer dealing**
- **Preparing Sales reports**
- **Prepare checks of refund**