

Result-oriented professional with extensive experience in Enterprise Resource Planning (ERP), specifically Oracle and MS Dynamics 360. Over the course of three years, I have demonstrated a strong ability to optimize business processes and data-driven decision-making through effective management and customization of ERP systems. Additionally, I possess over three years of expertise in Amazon wholesale and online arbitrage, showcasing my adaptability and success in the fast-paced world of e-commerce operations and inventory management.

WORK EXPERIENCE

E-commerce Platforms (Amazon, eBay, Walmart)

E-commerce Specialist

May 2022 - Dec 2024

- Managed product listings, including creation, optimization, and maintenance, on Amazon Wholesale platform for the USA, UK, and UAE markets, as well as on eBay.
- Handled customer inquiries, feedback, and reviews to ensure a high level of customer satisfaction and retention across multiple e-commerce platforms.
- Coordinated order processing, shipment tracking, and inventory management for Amazon 2 Step Drop shipping, ensuring timely delivery and fulfillment.
- Established and maintained relationships with suppliers and drop shipping partners to facilitate smooth operations and optimize product sourcing and fulfillment.
- Collaborated with cross-functional teams to streamline processes and improve efficiency in product sourcing, listing optimization, and order fulfillment.
- Provided training and support to team members on e-commerce platform management, listing optimization, and customer service best practices.
- Acted as a primary point of contact for clients, managing communication and addressing inquiries, concerns, and feedback in a timely and professional manner.
- Implemented marketing campaigns, promotions, and pricing strategies to drive traffic and increase sales on eBay and Amazon platforms.
- Monitored market trends and competitor activities to identify opportunities for product expansion and business growth across all e-commerce channels.
- Provided regular reports and analysis on sales performance, market trends, and customer feedback to inform decision-making and strategy development for all platforms.

WARDA Designer Collection Lahore

Senior Executive ERP & IT

Jul 2021 - Feb 2022

- Proficient in Master Data creation, ensuring accurate and up-to-date information for streamlined operations.
- Successfully managed Bill of Material (BOM) within MS Dynamics 365, contributing to efficient production processes.
- Utilized MS Dynamics 365 to handle replenishment tasks, optimizing inventory levels and ensuring product availability.
- Generated comprehensive sales and inventory reports using MS Dynamics 365 reporting functionalities, providing valuable insights for decision-making.
- Expertise in Plan Order creation within MS Dynamics 365, facilitating smooth production scheduling and resource allocation.
- Executed Inter Shop Transfer processes in MS Dynamics 365, coordinating seamless movement of goods between locations.
- Proficiently created Purchase Orders using MS Dynamics 365, managing procurement efficiently and maintaining supplier relationships.

Sapphire Retail Limited Lahore

ERP Coordinator

April 2019 - June 2021

- Proficient in Oracle report creation, providing critical insights into business performance and data analysis.
- Demonstrated expertise in ERP Users creation and responsibility assignment, ensuring efficient system access and user management.
- Managed Master Data creation and updates, including item codes, suppliers, customers, and banks, maintaining accurate and reliable information.
- Skilled in Financials Period updating and Creation of document Sequences, ensuring accurate financial reporting and compliance.
- Utilized Oracle supply chain and inventory management modules, optimizing inventory levels and streamlining supply chain operations.
- Conducted detailed testing of customized and automated forms, ensuring seamless integration and functionality within Oracle ERP.
- Updated Descriptive Flexfields (DFFs) with their respective value sets, enhancing data capture and categorization capabilities.
- Proficiently uploaded data as per user requirements in different Oracle and Candela forms, ensuring data accuracy and consistency.
- Provided user support activities for Oracle and Candela, addressing inquiries and resolving issues promptly for uninterrupted operations.
- Contributed to the creation and customization of Data Loader, streamlining data import and export processes for enhanced efficiency.
- Facilitated effective Business and ERP Team coordination, ensuring timely completion of tasks and successful project outcomes.

EDUCATION

University of Agriculture Faisalabad.

Master of Science in Computer Science (MSc CS) - 3.47 GPA

Jan 2016

- Advanced Algorithms, Database Management, Software Engineering, Networking Fundamentals, Network Security

PROJECT

Web Development

2016

- Implemented a dynamic web application using Oracle database for efficient data management and retrieval.

SKILLS

- ERP
- Oracle
- Data Management
- Master Data
- Ecommerce
- Document Management