

Faisal Nazir

Contact +966-583809130

E-mail: Faizal.nazir@dhl.com
faisalsajjad547@gmail.com

Objective:

To find suitable role where I can utilize my acquired skills and experience by supporting colleagues and assist customers to deliver great service quality and exceptional customer experience and remain compliant.

Educational Qualifications

- FA
- Senior Secondary (10+2) from Government Degree College Gujranwala 2004
- 1 Year course in MS OFFICE from soft solution institute Gujranwala.

Operations Job responsibilities (2013 - 2017)

- Dutiable and non-dutiable data entry in SCL (Shipment Control Library)
- Working in HIC - Calling customers to get hold issue resolve and arrange delivery.
- Working in Dispatch - Pick up allocation to couriers in timely manner before cut off to ensure no mis pick up.
- Inbound shipments sorting for couriers, outbound sort for export including re-weigh and processing scans.

Current Job & responsibilities (2018 onwards)

- Managing Security Systems (CCTV, Access Control System, Intrusion System, Fire and Safety) and ensure all system operational all the times, repair and maintenance as require.
- Worked on SCMS (Security Case Management System), ensure all assign cases reviewed, investigated and concluded in timely manner with findings and communicate with stakeholders on corrective and preventive action to avoid reoccurrence.
- Issuing ID badges, maintain access database and producing monthly reports.
- Working on Denied party and Embargo shipments cases while shipment get on hold for additional information such as identification documents, letter of indemnity, Letter of Warranty etc. by communicating with customers and coordinating with regional screening

center in Prague, Kuala Lumpur and Costa Rica.

- Communicating with customers on denied party and embargo screening requirements.
- Update require information on system by regional screening center.

Skills and competences

- Strong organizational skills. Excellent communication skills both verbal and written.
- Excellent reporting skills. Proven ability to multitask.
- Actively assist within the department with trainings & meetings in overall issues.
- Analyzing operations KPIs.
- Team Building, Leading & Motivational skills.
- Customer and Market Orientation.
- Taking Direction & responsibility.
- Ability to work in physically and mentally demanding environments.
- Constructive Challenge.

Computer skills and competences:

- Strong aptitude in MS Office products, including MS Excel, PowerPoint and Word.
- Excellent knowledge in applications such as DCVS, NPTS, CIA IMAGE, GIA (DHL Express Global Imaging), ADVANCE, GEMA, SCMS.

Technical skills and competences:

Able to operate all machineries & equipment, used in warehouse facilities.

Language:

- English
- Arabic
- Urdu
- Punjabi

Personal Details:

Full Name	: Faisal Nazir
Date of Birth	: 03-03-1983
Saudi Residence ID #	: 2356633350
Nationality	: Pakistan