

Muhammad Usman

Iqama: Convertable

Al Hazam, Riyadh, Saudi Arabia Zip:14966 • +92 306 1400984

Gmail: Usmanarain.inc@gmail.com

<https://www.linkedin.com/in/muhammadusmanksa>

Pharmaceutical Warehouse Supervisor/ Incharge | Inventory Management | Inventory Tracking & Warehouse Logistics Coordinator | Shipping & Receiving Operations | Shipping & Receiving Monitoring Summary:

Highly organized and results-driven Warehouse Incharge/ Supervisor with over 7 years of progressive experience in pharmaceutical warehousing and inventory management. Proven expertise in optimizing supply chain operations, reducing inventory discrepancies, and enhancing warehouse efficiency through strategic implementation of FIFO/FEFO, GDP, and GMP standards. Skilled in leading cross-functional teams, maintaining high-quality standards, and ensuring timely fulfillment of orders. Adept at managing end-to-end logistics, conducting audits, and fostering a culture of accuracy, safety, and productivity. Recognized for boosting team performance, reducing operational errors, and significantly improving customer satisfaction.

Top Skills

- **ERP / SAP / WMS System Usage, FIFO & FEFO Implementation, Internal & External Audits Support, cGMP Environment Handling, Good Distribution Practice (GDP), Inventory Management, Material Issuance & Dispensing, Material Receipt & Inspection, Warehouse Space Management, Order Dispatching, Shipping & Receiving, Stock Reconciliation, Temperature & Humidity Monitoring, Finished Goods Dispatch Process, Logistics Management, Safety & Hygiene Protocols, Documentation & Record Keeping, Barcode & RFID Systems, Automated & Robotic Picking Systems, Digital Literacy & Logistics Technology, WMS Optimization & Real-time Control Supply, Process Improvement (Lean / Six Sigma), Project Planning & Management, Communication & Team Collaboration,**
- **Skill 2 – Adobe Photoshop, Ms Office, Inpage, Canva, Adobe Lightroom, Logo making, Graphic Designing, On Page SEO, Off page SEO, Keyword research, Self-Motivation, Teamwork**

Work Experience

Fahmir Pharma, Sheikhpura, Pakistan

Warehouse Incharge

11/2021-11/2024

Key Contributions & Skills:

- Implemented strong **inventory control procedures**, reducing discrepancies by **20%** and improving turnover by **15%**. Used **real-time tracking, batch traceability, and cycle counting** to maintain inventory accuracy.
- Oversaw **receipt, inspection, and storage** of raw and packaging materials in compliance with **cGMP, GDP, and internal SOPs**. Ensured accurate **order picking, packing, and dispatching** for on-time delivery.
- Led a team of **8 warehouse staff**, improving productivity by **90%** through structured **training, performance monitoring, and workflow optimization** aligned with **KPIs**.
- Maintained inventory records and shipment documentation using **SAP, WMS, and Oracle ERP** systems. Created reports and dashboards to support **data-driven decisions** and operational efficiency.
- Applied **FIFO and FEFO** stock rotation to prevent expiry and improve shelf-life management. Conducted **cycle counts**, managed **stock adjustments**, and reduced obsolescence.
- Handled **reverse logistics** including returns inspection, processing, and restocking. Improved **customer service** by increasing resolution speed and returns accuracy.
- Enforced **quality control protocols**, temperature monitoring, and product segregation. Achieved a **20% drop in errors** and **15% boost in customer satisfaction**.
- Monitored **storage conditions** and environmental compliance, reducing spoilage by **25%**. Supported internal and external **GMP and GDP audits**.

Al Sehat Laboratories, Karachi, Pakistan**Warehouse Supervisor/ Assistant**

05/2019-11/2021

Key Contributions & Skills:

- Oversaw full-cycle Warehouse Management and Materials Management for raw materials, packing materials, and finished goods stores—from receipt and COA/document verification to order picking, packing, and dispatch—driving Supply Chain Management excellence.
- Enhanced Inventory Control and Batch Traceability in SAP, WMS, and Oracle ERP; implemented FIFO, FEFO, and LEFO rotation to cut discrepancies by 20% and reduce obsolescence by 15%.
- Enforced cGMP and GDP through rigorous quality-assurance protocols, continuous cold-chain compliance, and environmental monitoring (temperature, humidity, and light exposure).
- Spearheaded reverse-logistics operations—including returns inspection, reprocessing, and restocking—and improved customer satisfaction via faster resolution and higher returns accuracy, showcasing strong Logistics Coordination.
- Led quality checkpoints and segregation practices for APIs, excipients, packaging materials, and finished goods—quarantining nonconformances, initiating return-to-vendor/disposal workflows, and supporting QA release processes.
- Drove reverse-logistics activities, including returns inspection, reprocessing, restocking, and credit-note coordination—accelerating resolution times and boosting customer satisfaction metrics.
- Directed inbound and outbound shipment planning, partnering with suppliers and freight carriers to streamline material flow and boost on-time dispatch rates, underpinning core Supply Chain Management principles.
- Coached and led an eight-member team through KPI-driven training, standardized SOPs, and performance reviews—elevating Warehouse Management standards and Inventory Control techniques via SAP, WMS, and Oracle ERP, driving a 90% productivity gain and a 15% faster order-fulfillment rate.

Janner Pharmaceuticals, Sheikhpura, Pakistan**Warehouse Helper**

03/2017-04/2019

Key Contributions & Skills:

- Managed inbound logistics by unloading and inspecting incoming shipments, leveraging Inventory Management Systems (IMS) and barcode labeling to ensure product integrity and record accuracy.
- Streamlined warehouse organization through shelving techniques, real-time inventory tracking, and cycle counts, reducing stock discrepancies and improving retrieval times.
- Executed end-to-end order fulfillment—picking, packing, labeling, and preparing dispatch—while maintaining 99% accuracy in shipment processing.
- Maintained a 5S-driven, hazard-free environment by performing daily housekeeping, safety audits, and enforcing warehouse safety compliance protocols.
- Coordinated supply chain activities with transport and logistics teams, scheduling shipments and optimizing routes to guarantee timely deliveries.
- Utilized RF scanners, handheld terminals, and warehouse management software for cycle counts, stock adjustments, and audit support.

Dare-e-Arqam Schools, Sharaqpur Sharif, Punjab, Pakistan**Computer Operator**

11/2016-12/2016

Key Contributions & Skills:

- Demonstrated reliability and dedication as a trainee computer operator under the supervision of school administration.

Gained hands-on experience in essential software tools including:

- Microsoft Office (Word, Excel, PowerPoint), Adobe Photoshop, InPage, Logo Making (creative design and branding skills)
- Effectively managed various computer operations within a school environment.
- Recognized for being skillful, hardworking, and committed to assigned responsibilities.

Education

University of The Punjab, Lahore, Pakistan

- **Bachelor (B.A)** Year-2021

Board of Intermediate & Education, Lahore, Pakistan

- **Intermediate, (F.A)** Year-2019

Board of Intermediate & Education, Lahore, Pakistan

- **Matric** Year-2015
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Certificates & Training

Punjab Vocational Training Council (PVTC), Lahore, Pakistan

- Computer Application & Office Professional 01/2016-08/2016

Dare-e-Arqam Schools, Sharaqpur Sharif, Sheikhupura, Pakistan

- Computer Operator 11/2016-12/2016

DigiSkills.pk, Lahore, Punjab, Pakistan

- SEO (Search Engine Optimization) 07/2024-10/2024

DigiSkills.pk, Lahore, Punjab, Pakistan

- Amazon Virtual Assistant 07/2024-10/2024

DigiSkills.pk, Lahore, Punjab, Pakistan

- Communication & Soft Skills 03/2024-07/2024

DigiSkills.pk, Lahore, Punjab, Pakistan

- Graphic Designing 07/2023-10/2023