

# Jamshed Ahmad

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## Summary

Experienced professional skilled in warehouse operations and sales, driving efficiency in inventory management while exceeding sales targets. Proven track record in delivering exceptional customer service and achieving operational excellence.

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## Career history (Latest on the Top)

- **Warehouse Manager at Usman Enterprises, Pakistan**

Feb 2018 – Jan 2025

As a warehouse Manager in medicine supply and distribution, my role is to ensure efficient handling, storage, and distribution of pharmaceutical products, while maintaining compliance with regulatory requirements and ensuring timely delivery to healthcare providers and pharmacies.

### Key responsibilities

- Efficiently receive, inspect, and document incoming goods, ensuring accurate quantity and quality verification while adhering to established procedures.
- Safely and accurately store, organize, and maintain inventory within the warehouse, utilizing appropriate storage systems and equipment.
- Execute timely and accurate order picking, packing, and shipping processes, ensuring products are prepared for delivery and dispatched according to customer requirements and company standards.

### Achievements

- Implemented and maintained proper hygiene and cleanliness standards in the warehouse, ensuring compliance with regulatory requirements and achieving a consistently safe and clean working environment.
- Actively participated in regular inventory audits, achieving consistent audit results with minimal discrepancies, leading to improved financial accuracy and accountability.
- Implemented continuous improvement initiatives, such as Lean principles and 5S methodology, resulting in a more organized and efficient warehouse layout, reducing search and retrieval time by 20%.

- **Sales Coordinator** at Desert Air Filter Factory, Saudi Arabia

May 2014 – Aug 2017

As a Sales Coordinator in an air filter manufacturing company, my role is to generate new sales leads, build relationships with customers, and effectively promote and sell the company's air filters to achieve sales targets and drive revenue growth

- **Key responsibilities**

- Collaborate with the customer service team to ensure timely order processing, shipment tracking, and resolution of any customer inquiries or concerns.
- Build and maintain strong relationships with existing clients, ensuring customer satisfaction and addressing any concerns or issues in a timely manner.
- Operating cash registers and processing sales transactions accurately, handling payments, issuing receipts, and ensuring proper cash handling procedures.

**Achievements**

- Received numerous positive customer feedback and testimonials for exceptional customer service, leading to increased customer loyalty and repeat business.
- Successfully resolved customer complaints and concerns, achieving a high rate of customer satisfaction and improving the company's reputation for exceptional service.

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**Education (Latest on the Top)**

- **Master of Business Administration** from Gomal University Pakistan 2009
- **Bachelor of Business Administration & Information Technology** from Gomal University Pakistan 2006
- **Diploma of Business Administration** from CBA Collage Karachi Pakistan 2003
- **Secondary School Certificate** from Government School D.I.Khan Pakistan 2000

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**Key skills:** Manage Sales flow, Sales Reports, Customer Satisfaction, Forklift Operation, Pallet Jack Operation, Handheld Scanners, Packaging, Equipment Handling, Material Handling, Excel, Word - MS office, Oracle, Focus software Knowledge

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