

+971 552016762

Muhammad Ayaz

 <https://www.linkedin.com/in/muhammad-ayaz-2b51915a>

Phone

+971 552016762

Email

m_aayaz@yahoo.com

Location

Sharjah city, United Arab Emirates

About me

Customer focused Business Development professional with 9 years of experience in UAE.

Experience

Customer Service & Logistics Officer, Baalbaki Group S.A (offshore) L.L.C

2022 – 2022

Baalbaki Group S.A (offshore) L.L.C, Dubai, United Arab Emirates* Selecting carriers and negotiating contracts and rates* Planning and monitoring inbound and outgoing deliveries* Supervising logistics, warehouse, transportation, and customer services* Organizing warehouse, label goods, plot routes, and process shipments* Responding to any issues or complaints* Researching ideal shipping techniques, routing, and carriers.* Working with other departments to incorporate logistics with company procedures and operations

COMMERCIAL ADVISOR, Innovaions Goup L.L.C

2018 – 2021

Innovaions Goup L.L.C, United Arab Emirates* Meeting with managers in the organization to plan strategically.* Expanding the customer base by upselling and cross-selling.* Understanding key customer individual needs and addressing these.* Conducting business reviews using CRM programs.* Knowing your competition and strategizing accordingly.* Implemented and developed ongoing programme initiatives through communication and collaboration * Maintained relevant qualifications for optimized training and development * Raised productivity through strategic scheduling and effective time management * Maintained excellent working knowledge of industry trends and offer impeccable support to end-users.

Customer relationship Officer, Innovaions Goup L.L.C

2015 – 2018

Building and maintaining profitable relationships with key customers.Overseeing the relationship with customers handled by your team.Resolving customer complaints quickly and efficiently.Keeping customers updated on the latest products in order to increase sales.

CUSTOMER Support Officer, Sharaf DG Dubai

2013 – 2015

Sharaf DG Dubai * Improved customer service satisfaction 3% annually through supply chain management initiatives, inventory control and flexible manufacturing practices * Developed new quality standards for better quality performance and reliability * Improve support service level by 20% * Cut product replacement cost by 50% and increased on-time delivery from 80% to 95% using Kaizen approach to quality issues rooted in manufacturing * Developed and implemented indirect lending program, which filled a need as identified by customer feedback.

Co Founder, M.Ashraf Awan and Sons Contractors Co

2011 – 2013

M.Ashraf Awan and Sons Contractors Co, Pakistan * Managed 8 -10 million budget projects and achieved project scheduled goals * Control, coordinate, consolidate and continually improve Finance policies and procedures to enable effective decision making and support the business in the commercial environment * Manage and coordinate month and year-end closing activities in a timely and accurate manner

ADMIN AND FINANCE OFFICER, MEDICIN San Frotiers

2009 – 2013

MEDICIN San Frotiers, Pakistan * Monitored staff performance levels, implementing necessary changes to improve productivity and meet targets * Promoted company values and vision, ensuring full team adherence and investment * Mentored and coached junior staff to produce high-performing, quality team members * Prepared information, forms and data to assist in seamless and efficient financial audit

ADMIN/ FINANCE OFFICER, UNDP/ UNV

2007 – 2008

UNDP/ UNV, Pakistan * Provided financial performance reports as part of monthly reporting, monitoring data and information processing to minimize errors by 0% * Prepared information, forms and data to assist in seamless and efficient financial audit procedures * Prepared accounts payable and accounts receivable transactions for processing on monthly basis, ensuring meticulous attention to detail to reduce errors

Logistics Offier, Oxfam GB

2002 – 2006

Oxfam GB, Pakistan * Established inventory control improvements to reduce waste, resulting in £5000 cost savings * Developed procurement plans based on service need and spend analysis, maximizing cost-effective solutions and increasing purchase power * Forecasted demand levels through effective coordination to inform purchase decisions.

Education

Pakistan Safety & Environment Technical trade Board, Pakistan

Comsats Institute Of Information technologyLocation, Pakistan

Master's degree Business Administration, Master

Allama iqbal open university, Pakistan

Bachelor

Skills

debt collection | Business Development | Team Management | Decision Making | Strategic decisions | Negotiation | Logistics Management | Customer Service | Customer Relationship Management | problem-solving | Communication Competence

Languages

Urdu (Native)
Hindi (Intermediate)
English (Professional)