

# Ahmed Jamal Usama

## Business Graduate

Self- Motivated, Innovative and Ambitious with experience in Logistics, Procurement and Supply Chain Management. Passionate about learning.



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Visit visa valid till 12 Feb, 2023

## EDUCATION

### Bachelors in Business Administration (BBA) SZABIST University

2020, *Islamabad*

#### Specialization

- Supply Chain Management – Lead management and Logistics cycle chain for operational tasks
- Marketing Management-with hands on experience with diverse entrepreneurial ideas and event management, organizing skill set

## WORK EXPERIENCE

### Product Claims Specialist

#### MSPL- Metropolitan Solutions Pvt. Ltd.

2021 - 2022, *Islamabad*

A leading provider of delivery services to e-commerce retailers, furniture vendors, designers, and manufacturers

#### Achievements/Tasks

- Encounter claims of all operational delivery services
- Negotiating claims settlements
- Create a strategy to prevent frauds & developing new plans
- Investigate cases to provide better assistance to resolve those
- Develop reports for annual claim review plans

### Supply Associate

#### Airlift Express

2020 - 2021, *Islamabad*

A grocery items delivery chain to provide products at door-step

#### Achievements/Tasks

- Training compliance at the market level
- Providing operational support for uninterrupted delivery operations
- Assisting Market Ops Leads & Area Managers with running sprints, ad-hoc problem solving & support for market delivery operations
- Driving execution of on-ground activities for new lead generation and rider activation

### CSO Customer Services Officer

#### Telenor Microfinance Bank

2019 - 2020, *Rawalpindi*

Loan Financing in multiple operations and deliver ease to their customers in smart account handling

#### Achievements/Tasks

- Assist customers for business loan and against gold loan on, and handle operational tasks for smooth technological product roll-outs and processes
- Customer daily queries regarding their easy paisa account and loan account on calls and in-person
- Develop, maintain and drive a market-level execution dashboard to track progress of our easy paisa customers
- Responsible for framing and execution of systems/policies for conduction of administrative activities and establishing feedback loops for continuous improvements

## SKILLS

Data Analysis

Logistics Management

Risk Management

Quality Assurance

Team Leadership

Team Management

Vendor Management

Presentation

MS OFFICE

Event Management

## PROJECTS

### Research Projects/Thesis (2018 - 2019)

- Research based Thesis/Projects on Marketing/HRM/SCM

### SZABIST Model United Nations (ZABMUN) (07/2017 - 02/2018)

- Developing business proposals and Marketing Strategies
- Budgeting and Cost Allocation, Vendor Management

## ORGANIZATIONS

### Meherban Pakistan (2017 - Present)

Voluntary Worker

### Islamabad Canoeing Club (2005 - 2012)

Athlete, Member (Silver Medalist @ 11th National Canoeing Championship)

## CERTIFICATES

### BizPlan Challenge (04/2019 - 05/2019)

Best Start-up Idea

### ISCMUN (09/2018 - 12/2018)

Best Organizer Team Head

### ZABMUN (07/2017 - 02/2018)

Best Head of Operations

## LANGUAGES

English

Full Professional Proficiency

## INTERESTS

Cricket

Swimming

Basketball

E-Gaming

Travelling

Trekking

Riding

Canoeing

Photography

## Marketing Executive Greenlink Marketing

2018 - 2019,

Islamabad

*A Real Estate agency to provide better solutions to market a plan with great approach*

### *Achievements/Tasks*

- Build new plans to meet the best investor's interest and adapt new opportunities
- Plan, Procure and Execute out of the box OOH and Guerilla Marketing Campaigns
- Enhance overall plan for joint ventures and business partners

## Marketing Intern Masscomm Solutions

09/2018 - 12/2018,

Islamabad

### *Achievements/Tasks*

- Recruit new members and create different marketing strategy to host an event
- Represent event campaigns in educational sectors to generate leads
- Facilitate and supervise the registration process and distribute team tasks
- Obtain quotations and negotiating with vendors for management tasks