

MUHAMMAD AYAZ AWAN

CONTACT

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📍 Al Nahda Sharjah



OBJECTIVE

Versatile professional with a successful track record in both Sales and Procurement. Seeking a challenging role in Dubai to leverage expertise in driving revenue growth, building strong client relationships, and optimizing supply chain operations

EXPERIENCE

Feb 2022 - Aug 2022

- **Customer Service & Logistics Officer**

Baalbaki Group S.A (offshore) L.L.C, Sharjah, UAE

Negotiated contracts and rates with carriers.

Planned and monitored inbound and outgoing deliveries.

Supervised logistics, warehouse, transportation, and customer services. Organized warehouse, label goods, plot routes, and process shipments.

Coordinated with manufacturing divisions for timely deliveries.

Managed third-party logistics service provider relationship effectively.

June 2018 - Feb 2021

- **Commercial Advisor**

Innovations Group Dubai

Organized strategic planning meetings.

Acted as a liaison with sales and marketing for new product lines.

Expanded customer base through upselling and cross-selling. Implemented ongoing program initiatives for enhanced communication.

Maintained relevant qualifications for optimized training and development.

Sep 2015 - May 2018

- **Customer Relationship officer**

Innovations Group

Built and maintained profitable relationships with key customers.

Oversaw relationships with customers handled by the team.

Resolved customer complaints quickly and efficiently.

Kept customers updated on the latest products to increase sales

Mar 2013 - Jan 2015

- **Customer Support Officer**

Sharaf DG

Improved customer service satisfaction through supply chain management initiatives.

Developed new quality standards for better performance.

Improved support service level by 20%. Cut product replacement cost by 50% using Kaizen approach.

EDUCATION

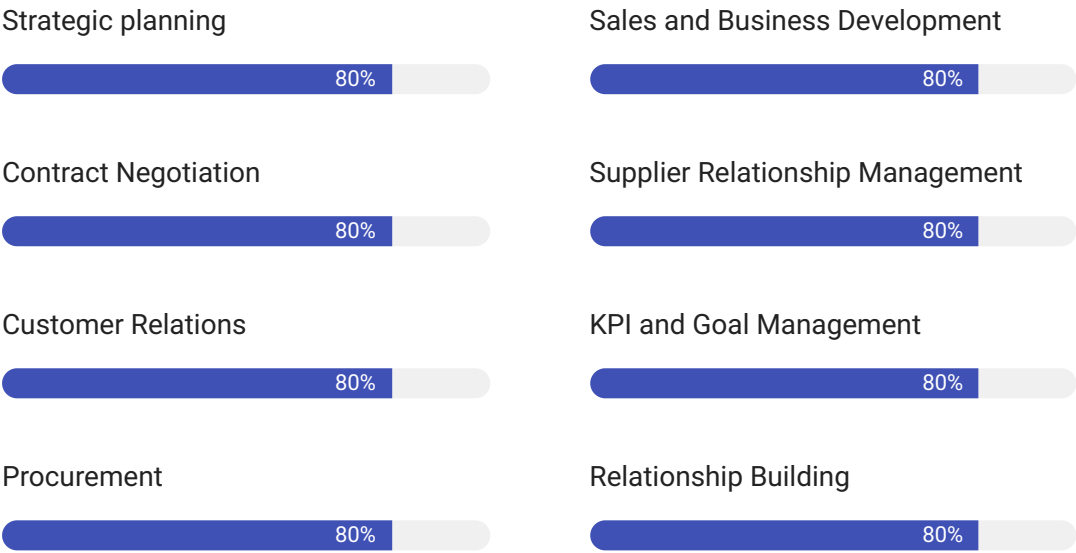
2005

- **MBA**
Comsats Institute of Information Technology
3.01/4

2003

- **BCS**
Allama Iqbal Open Univeristy
3.0/4

SKILLS



ACHIEVEMENTS & AWARDS

- Accomplishments: Documented and resolved customer complaints, contributing to customer satisfaction and client retention.