

# Resume

SAJAD AHMAD HAJAM

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## Work Experience:

### Logistic Team Leader: Cure foods Pvt Ltd Current

Seeking a challenging position in a dynamic environment continue to develop and contribute personal skills as a team player, special strong background as team leader to a professional organization.

**Skills:** Inventory control, Quick learner, Seasoned in conflict resolution.

- Working as part of a team to improve warehouse performance and inventory accuracy of the site
- Identifying process improvement opportunities within one's area of responsibility; developing and implementing effective solutions
- Develop and communicate monthly performance reports
- Manage KPI: Review KPIs for the respective planning region and work with individual planners to drive budgetary objectives
- Converting transactional data within the Warehouse Management System to information that can be used for process and productivity improvements
- Manage overall inventory control
- Organizational and Time Management
- Participates in ongoing development conversations
- Responsible for supervision of 25-30 team members.

**Sr Associate Customer Operations: Black buck  
Zinka Logistics Solutions Pvt Ltd April 2018-  
Nov 2019**

**Consistently positive and dedicated attitude in working with customers and internal stakeholders, forming strong relationships both within the company and with external customers.**

- Manage and monitor daily work flows in multiple ticketing systems including Reports and payments
- Actively participate in management team's effort to improve and scale the middle-office capabilities
- Project work and additional tasks as assigned by Supervision Management
- Work with vendors and shift teams to execute on check in, prep, check outs and collection activities
- Analyse and make recommendations with ongoing problem identification and process improvements
- Performs a variety of operations functions following pre-established procedures
- Contribute to positive employee relations through effective communication, teamwork and partnership with co-worker and the management team
  - Provides responses and documentation to inquiries and ad hoc requests. Provides feedback on work flow and work received.

## **Retail Sales Associate: M&S Spencer's Reliance India Pvt Ltd Feb 2015-April 2018**

**Talented Retail Sales Associate with diverse experience in clothing, beauty, Kids Wear. Proficient in learning product lines quickly, connecting with customers, and maintaining high sales performance, Friendly, Reliable, and hard-working. Dedicated Customer service Associate motivated to maintain customer satisfaction and contribution to company success.**

- Merchandised clothing according to store requirements for daily customers and special holiday sales.
- Submitted buying recommendations to management based on customer feedback and sales trends.
- Developed positive customer relationships through greetings and excellent service.
- Stocked shelves and supplies and organized displays.
- Prepared and changed displays for sales and product promotions.
- Demonstrated products at special store kiosks to increase sales.
- Mentored new team members on POS system operation, customers services strategies and sales goals.
- Reconciled cash drawer at start and end of each shift, accounting for errors and resolving discrepancies.
- Reviewed weekly sales circulars and monitored price changes.

## **Customer care representative: Aegis Pvt Ltd June 2013-Jan 2015**

- Answer Customer telephone calls regarding Exiting accounts.

- Respond to questions and concerns about service and escalate call appropriately.
- counsel customers on options for services packages or options.
- Consistently improve customer satisfaction through expert resolution conflicts, issues, and concerns.

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## **Education:**

**Bachelor of Arts** Graduated, 2009-2011

Kashmir University Marks 59% Division 2

**10+2** Graduated, 2008

JKBOSE Marks 81%

Division 1

**10TH** Passed 2006

JKBOSE Marks 75%

## **Professional Qualifications and Affiliations:**

- One year diploma in Computers
- Word 2010
- Excel 2010
- Google Spreadsheets
- V look up
- H look up
- Concatenate
- Pivot table
- Graphs
- Charts
- Reconciliations
- Reports with advanced formulas
- Data analyzing
- MIS

## **Personals Interests:**

- Net Surfing
- Watching TV
- Listening to Music
- Travelling

## Languages:

- English
- Urdu
- Hindi
- Kashmiri

## Personal Details:

**Name:** Sajad Ahmad Hajam

**Fathers Name:** Ab Khaliq Hajam

**Mothers Name:** Fareeda begum

**DOB:** 02/03/1991

**Martial Status:** Single

**Nationality:** Indian

**Gender:** Male

## Career Highlights:

A career position in growing and result oriented organization, which will allow me to work in a competitive environment so that I can contribute my best in growth of organization. I have started my career with Aegis Pvt Ltd where are got Appreciate certificates, Employee of month, after that I

joined M&S Reliance India Pvt Ltd I worked hard there after the period of three months I got Employee of the month, after some time I got Wow cards, Gift Cards, Spotlight Cards, Etc. After some time I joined Zinka Logistics Pvt Ltd (BLACKBUCK) where I got Two times Shining Star awards and Employee of the month. Now I am working in Curefoods Pvt Ltd here I got Appreciations.

## ABOUT ME:

**Able.** I am able to handle multiple tasks on a daily basis.

**Creative.** I use a creative approach to problem solve.

**Dependable.** I am a dependable person who is great at time management.

**Energetic.** I am always energetic and eager to learn new skills.

**Experience.** I am experienced professional I can handle all kind of works.

**Flexible.** I am always being flexible in any kind of environment.

**Hardworking.** I am a hardworking person.

**Honest.** I am always be honest to everyone

**Declaration**

I, Sajad Ahmad, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

SAJAD AHMAD HAJAM

