

# JABBEER JEEROOBURKHAN

## CONTACT

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## SKILLS

Time Management  
Leadership Skills  
Communication Skills  
Customer Service  
Ability To Work In A Team  
Works Well Under Pressure  
Initiative and Problem-Solving Abilities

## EXPERTISE

- **Supply Chain Management** - Dealing with suppliers, Inventory management, and order fulfilment.
- **Customer Service** - Handling customer inquiries, addressing feedback, and managing returns/complaints.
- **Data Analysis** - Utilising analytics to track sales, monitor performance and make informed decisions.
- **Negotiation Skills** - Negotiating with suppliers for better terms and pricing.
- **Risk Management** - Developing strategies to manage, minimise and mitigate risks.
- **Decision making under pressure** - Making quick and effective decisions in a dynamic and fast pace environment.
- **Financial Literacy** - Gaining a deep understanding of financial instruments such as different currencies, commodities and index markets.
- **Adaptability** - Adapting to changing conditions and adjusting strategies accordingly.
- **Delegation** - Giving specific instructions to team members and employees to carry out tasks in order to meet customer/business requirements.
- **Research** - Identifying profitable and non profitable products/instruments and niches through research and development.

## PROFILE

Enthusiastic, driven and hard working individual with experience working in a fast paced environment, has the ability to problem solve accordingly and go the extra mile when needed, has excellent verbal and written communication skills and sound technical knowledge. A proactive, confident individual who works well within a team and has good project managerial skills.

## WORK EXPERIENCE

### Director - Amazon FBA

Nov 2021 - Jan 2024

Jabsuperstore LTD

- **Business Strategy and Planning:** Develop and execute a comprehensive business strategy for the Amazon FBA business.
- **Product Selection and Sourcing:** Oversee production selection, ensuring alignment with market demand and profitability. Expanding product lines and entering new markets whilst establishing and maintaining relationships with suppliers and manufacturers.
- **Inventory Management:** Implement effective inventory management strategies to minimise stock-outs and overstock situations. Utilise analytic tools to forecast demand and optimise inventory levels.
- **Logistics and Operations:** Oversee the logistics and operational aspects of the FBA process, including inbound shipments, order fulfilment, customer service and ensuring compliance with Amazon's policies and guidelines.
- **Financial Management:** Develop and manage budgets for inventory, and other operational expenses and analysing financial data to make informed decisions and drive profitability.
- **Team Leadership and Development:** Build and lead a high-performing team, including hiring, training, and mentoring staff whilst fostering a collaborative and innovative work environment.
- **Data Analysis and Reporting:** Utilise analytic tools to track KPIs and make data-driven decisions to optimise business processes.
- **Customer Experience:** Prioritise and enhance the customer experience, addressing customer feedback and reviews.

#### Achievements:

- Increased sales by 20% after the first year of opening.
- Reduced operational costs through streamlined processes.
- Successfully launched new products.

### Foreign Exchange Trader

Oct 2014 - Nov 2021

- **Market Analysis:** Conduct thorough technical and fundamental analysis of currency pairs. Stay informed about global economic events, news and geopolitical factors affecting the forex market.
- **Trade Execution:** Execute trades based on analysis and market conditions and implement risk management strategies to protect capital and maximise returns.
- **Risk Management:** Monitor and manage risk exposure, including setting stop-loss and take-profit level whilst Utilising risk-reward ratios to ensure prudent risk management.
- **Compliance and Regulations:** Ensure compliance with regulatory requirements and adhere to trading rules and regulations. Keep updated on changes in financial regulations affecting forex trading.
- **Client Relations:** Communicate with clients regarding trading strategies, market updates, and performance. Provide educational resources to clients on forex trading.

#### Achievements:

- Achieved consistent profitability over a specified period.
- Mitigated risks and minimised drawdowns during volatile market conditions.
- Developed a comprehensive risk management strategy that improved overall portfolio performance.

# JABBEER JEEROOBURKHAN

## EDUCATION

Civil Engineering BEng with Hons

**Coventry University** 2010 - 2013

Modules included: Surveying, Design and Visualization, Materials, Soil Mechanics, Structural Mechanics, Hydraulics, Contract Management, Engineering Mathematics, Structural Design Analysis and Project Management.

Foundation Degree in Engineering

**Coventry University** 2009 - 2010

A-Levels

**Our Lady & St Chads Catholic Sports College** 2006 - 2009


Maths, Forensic Science Btec Double Award, ICT

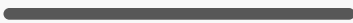
GCSE's

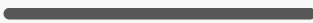
**Our Lady & St Chads Catholic Sports College**

Maths, Science, English, Physical Education.

## LANGUAGES

English 

Creole 

French 

## HOBBIES

- Gym
- Football
- Boxing
- Boulderling
- Socialising with friends and family
- Reading -Self Help & Personal Development books.
- Completing Games and Puzzles

## REFERENCES

References Available Upon Request

## Carer - Caring for my mum

May 2015 - Present

- **Communication Skills:** Effectively communicated with healthcare professionals.
- **Time Management:** Juggled caregiving responsibilities, medical appointments, and personal commitments.
- **Adaptability:** Navigated and adapted to changing health conditions.
- **Compassion and Empathy:** Provided emotional support to a loved one
- **Advocacy:** Acted as an advocate for your mother's healthcare needs, showcasing assertiveness and the ability to navigate the healthcare system.

## Customer Service Representative

Nov 2011 - May 2015

Dominos Pizza LTD

- **Order Taking and Processing:** Receive and process customer orders through phone, online, or in-person interactions. Ensure accuracy in order details, including pizza toppings, sides, and special requests.
- **Customer Assistance:** Provide friendly and efficient customer service, addressing inquiries and resolving issues promptly. Offer assistance in menu selection and provide information about promotions and deals. Address customer complaints or concerns professionally and work towards a satisfactory resolution. Escalate complex issues to higher management when necessary.
- **Order Tracking and Coordination:** Monitor order status and coordinate with kitchen and delivery teams to ensure timely delivery. Communicate delays or issues to customers and provide solutions.
- **Payment Handling:** Process payments accurately, including cash transactions and credit card payments. Resolve payment-related concerns and discrepancies.
- **Team Collaboration:** Collaborate with kitchen and delivery teams to ensure seamless operations.
- **Training and Development:** Participate in ongoing training programs to stay updated on company policies, procedures, and service standards. Assist in training new customer service representatives.

## Achievements:

- Successfully resolved customer complaints, leading to increased customer loyalty.
- Contributed to exceeding monthly sales targets.
- Recognised for maintaining accuracy in order processing and payment handling.

## Carer

Caretech LTD

May 2010 - Jun 2011

- **Individualised Care:** Provide personalised care and support to individuals with learning difficulties. Foster independence and encourage developing life skills and assist with daily activities including personal hygiene, dressing, and meal preparation.
- **Emotional Support:** Establish rapport and build positive relationships with individuals and their families.
- **Training and Development:** Attend training sessions to stay updated on best practices in learning disabilities care and provide guidance and support to less experienced staff members.
- **Health and Safety:** Ensure a safe and clean environment, identifying and addressing potential hazards.

## Achievements:

- Successfully supported individuals in achieving specific goals outlined in their care plans.
- Implemented effective behavioural support strategies resulting in a reduction of challenging behaviours.
- Collaborated with healthcare professionals to improve care plans and enhance the overall quality of life for individuals.