**MUHAMMAD NIAZ**



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|  | | *Date of Birth:* October 03, 1982 |
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| **OBJECTIVE** | A challenging profession in a dynamic organization, where my knowledge can be utilized to achieve success through diligence, devotion and innovation. | |
| **QUALIFICATIONS** | ***Master in Business Administration 2008*** ***Human Resource Management (3.01 CGPA)***University of the Punjab, Lahore, Pakistan ***Bachelor in Arts 2005*** University of the Punjab, Lahore, Pakistan | |
| **EXPERIENCE** | **AGROR PHARMA (Pvt) Limited** **Customer Services Manager** September-14 to date  * Selection & short listing of distributions from market at desired location. * Verification of distributor’s licenses & documents. * Preparation of distribution agreements as per agreed mode of payments i.e. S2S, B2B, Advance payment * Monitoring the quality, quantity, cost and efficiency of the movement and storage of goods. * Coordinating and controlling the order cycle and associated information systems. * Analyzing data to monitor performance and plan improvements and demand. * Liaising and Negotiating with Customers, Suppliers & Distributors. * Analyzing logistical problems and producing new solutions. * Preparation and verification of discount claims of distributors and processing for issuance of Credit Notes against Customers while debit notes against Agror Pharma (Pvt) Limited. * Processing Sales Invoices and Sales Orders, Analyzing Customers Ledgers & Allocating Payments. * Dealing with all kind of Bank instruments (DD’s, Pay Orders) and following them from their deposition till clearance. * Closely liaison with logistic/ cargo vendor’s for ensure timely delivery of stock as per SLA. * Verification and processing of logistic/cargo vendor’s bills & timely payments from finance for smooth functioning of the distribution. * Managing Export of the company orders & Payments after getting approvals i.e. Form, COO, NOC DRAP * Preparing & furnishing different kinds of **Sales Reports** and disseminating them directly to the senior management. * Maintaining Secondary sales & inventory levels of secondary sales in substation [Distributors Warehouses ] * Providing monthly dispatch plan of physician samples issuances to Ware house & logistic department. * Expired stock management (liquidation of stock at high selling areas before expiry). * coordination with Ware house, logistics, production , quality assurance & quality control departments * Supervision of Marketing Coordinators, * Fulfill all duties related to Marketing Support & Services Department * Support Marketing in enhancing sales force productivity, Assist Marketing team in daily routine work * Liaising and networking with a range of stakeholders including customers, colleagues, suppliers and distributors. * Liaising with designers and printers for designing and printing of literatures, drop cards, sales diaries, DVR, Planners, Promotional materials. * Liaising & arranging marketing events like budget meetings, monthly meeting of SPO’s/ZSM’s. * Travel, logging & hotel stay arrangement for marketing teams & senior marketing management. * Arranging the effective distribution of marketing promotional materials i.e. literature, samples etc. * Manage customer databases. * Contributing to and developing, marketing plans and strategies. * Managing & Monitoring budgets. * Supporting the marketing manager and other colleagues. * Hiring & synchronizing new Vendors for marketing related activities * Preparing annual Budget of Marketing Groups with coordination of concern Managers * Liaising with Mobilink as contact person related to all matters regarding corporate SIMs, monthly bills verification & submission to accounts Dept, contract renewal etc. * Preparing Customer Services Requisitions & follow up for issuance of cheques from Accounts Department or Senior Management * Co-ordination with 28 distributors related to the all matters regarding Sales & Incentives * Preparation of Monthly Sales Incentives of marketing field force on monthly basis. * Verification of monthly expenses of all marketing field force & process for approval from HOM&S for incorporation in monthly salary. * Prepare the Incentive Policies on Quarterly Basis for Approval from HOM&S & EDO. * Prepare the circulars & letters and dispatched to all Field Force. * Keep record of all incentive related matters. * Preparation of Salary sheet of Marketing Department on monthly basis and take approval from management. | |
|  | **Global Pharmaceuticals (Pvt) Limited** **Assistant Manager Marketing Services**  March-12 to August-14 To Assist Chief Operating Officer/Director Marketing & SalesDrafting of Corporate correspondence of COO/DMS (Internal/External)To make IMS Corporate Companies ranking, Brand & Products Ranking.Competitor Brands & Products AnalysisSales Analysis as per requirement of senior managementHotel Reservation for ZM, SM & SPO meetingsAir Ticketing ReservationPromotional Material Printing demandsGenerate & Forwarding Products sampling demandVerification of vendors invoicesNew Vendors Hiring & markets visitsHelp out senior Management during preparation of BudgetLiaison with Account Department for issuance of monthly & promotional budget chequeAdministration & project head of "Field Operation Management Software" & “Field Force automation software” designed in SAP.Managing Marketing Coordinators/Executives Team of 07 Persons & 01 SAP Coordinator.Managing marketing services department in the absence of Manager.Near Expiry products follow-up & make deductions from Field Force as per near expiry policy. | |
|  | **Ferozsons Laboratories Limited** **Senior Executive - MIS**  July-09 to Feb-12   * Report companies sales data for IMS ranking. * Prepare daily, weekly & monthly sale report of group of companies for middle and senior management. * Showing the sale trend by making comparison report of primary & secondary sale for senior management * Strong coordination with distributor to get secondary report on daily basis * Coordinate with vendors for purchasing I.T equipment’s by registered suppliers * Managing whole operational activities regarding server room, web site administration, network administration and TCP/IP control * Finalize all type of incentives including new launches and field force on quarterly basis * Report to IMS regarding new launches, literatures of new launches, competitor analysis and price changing info on quarterly basis * Any special assignment assign by director commercial and president of company * Preparing presentation for director commercial and president of company | |
|  | **Khattak Sons (Pvt) Limited** **Administrator *(Lahore Region)***  December-08 to June-09   * Managing and supervising all Regional Staff (Sales, Technical). * Coordinate with Shell Pakistan Limited and other organizations regarding Sales, Technical, Billing & getting work orders from Shell Pakistan & issue to Technical staff and update the record. * Managing all Sales, technical, Accounts, and HR related issues. * Managing Shell Pakistan Ltd Retail Outlets regarding maintenance/ Technical problem at Lahore Region, Gujranwala Region, Faisalabad Region and Multan Region. * Maintain their attendance and scheduling their activities. * Developing and maintaining necessary office record files. * Facilitating office staff in admin related issues. * Procurement of Office equipment electronic and other stuff like furniture. * Liaison with government bodies for official work like coordinating with National Highway Authority, SNGPL, WAPDA, PTCL, Ministry of Interior, Passport & Immigration office for extension of Visas etc. * Ensuring the submission of daily progress/performance reports by office staff, and its file keeping. * Purchasing of assets and hiring services regarding office maintenance. * Dealing with sub-contractors regarding admin related activities. * Maintaining the office record & administration * Maintaining complete record of the company assets (All Region). * Verified & clearance of Monthly bills. | |
|  | **Human Development Foundation** **Administration Officer**  July-08 to November-08   * Managing and supervising support staff (Reception, Kitchen, Security, Drivers etc). * Coordinate with Pakistan State Oil regarding Fleet Card issues. * Managing Petty Cash. * Maintaining staff attendance, Developing and maintaining necessary office record files. * Facilitating office staff in admin related issues. * Procurement of Office equipment electronic and other stuff like furniture. * Liaison with government bodies for official work like coordinating with National Highway Authority, SNGPL, WAPDA, PTCL, Ministry of Interior, Passport & Immigration office for extension of Visas etc. * Ensuring the submission of daily progress/performance reports by office staff, and its file keeping. * Maintaining leave record of employees. * Purchasing of assets and hiring services regarding office maintenance. * Dealing with sub-contractors regarding admin related activities. * Maintaining the office record & administration * Maintaining complete record of the company assets (All Region). | |
|  | **Khattak Sons (Pvt) Limited** **Administrator *(Rawalpindi Region)***  June-07 to June-08   * Managing and supervising all Regional Staff (Sales, Technical). * Coordinate with Shell Pakistan Limited and other organizations regarding Sales, Technical. * Managing all Sales, technical, Accounts, and HR related issues. * Maintain their attendance and scheduling their activities. * Facilitating office staff in admin related issues. * Liaison with government bodies for official work like coordinating with National Highway Authority, SNGPL, WAPDA, PTCL, Ministry of Interior, Passport & Immigration office for extension of Visas etc. * Purchasing of assets and hiring services regarding office maintenance. * Maintaining complete record of the company assets (All Region). | |
|  | **Shell Pakistan Limited** **Assistant Maintenance/ Call Log Operator**  January-05 to December-06   * Maintaining **Management Information System (MIS)**, a very helpful program for dealing with day-to-day complaints of the sites for early & quick solution. * Maintaining complete financial record of a site for expenditure incurred against all the record of the company assets on a very useful tool known as **Management Information System (MIS)**. * Generate monthly reports to analyze the performance of different contractors and issuance of Work Order, Update the WO records, Follow and close the WO register. * Assist to work on CAPEX for project of Assets replacement and new projects. * Assign Daily duties to vendors & issue Work Orders. * Maintaining & record keeping of the store. * Coordinating with suppliers for getting quotations. * Processing quotations according to internal procedures. * Processing Payment Vouchers. * Maintaining a complete store of assets like dispensers, spare parts, power supplies etc. * Maintaining Asset ID register according to Shell Global Standards. * Managing and updating asset records in hard & soft copy. | |
|  | **International Traders** **Computer Operator**  March-02 to April-03 | |
| **EXTRA-QUALIFICATION** | ***Diploma in E-Commerce & Web Designing 2006*** NICS, Rawalpindi *(3-Months)****Diploma in Information Technology (DIT) 2003***  Crescent Computer College, Rawalpindi *(01-Year)* ***Diploma in Computer Sciences (DCS) 2002***  Sanatzar, Bhakkar *(6-Months)* ***Diploma in Office Management (DOM) 2001***  Sanatzar, Bhakkar *(3-Months)* | |
| **PROFESSIONAL KNOWLEDGE**  **OF COMPUTER** | Computer Languages: Working on web designing (HTML, DHTML, CSS, Front Page 2000, Java Scripting, VB Scripting, IIS, ASP), Database Concept, SQL Statement. Computer Operating System: Windows 7, Vista, 98, Windows NT, Windows Me , Windows XP Professional, Windows 2000 Professional, Advance sever 2000, XP, Software Installation, Computer Assembling Computer Packages: Macromedia Flash, Macromedia Flash Dream Weaver, Microsoft Office 2010, 2007, XP, 2000, 2003, MS Word, MS Excel, MS Access, MS PowerPoint, In-Page 2000,Corel Draw, Corel Draw Photo Paint, Adobe Photoshop CS, AutoCAD, Peachtree Accounting etc. | |
| **EXTRA-CURRICULAR ACTIVATIES** | * Participated in dramatics, Comparing, in different functions a college level. * Organizing group activities and attending seminars. | |
| **PERSONALITY** | I believe on hard work. , Honesty, Teamwork, Courtesy, Respect for the authorities | |
| **SKILLS**  **SUMMARY** | Team Management, Conflict Management, Policy development, Internal & External Coordination, Procurement, Fleet Management, Store Management (office consumables), Official Communication with contractors & sub-Contractors, Report generation, Performance Management, Policy Implementation, File keeping, Computer knowledge, enough for personal trouble shooting, Web development (in html) | |
| **LANGUAGES** |  English  Urdu Punjabi | |
| **HOBBIES** | Games (Cricket, Badminton), Reading books, Music, Traveling, Surfing internet | |
| **PERSONAL DATA** | **Father’s Name :** Muhammad Riaz  **CNIC# :** 37405 -0388818**-**9  **Passport No. :** AX9918182  **Domicile :** Attock (Punjab)  **Nationality :** Pakistani  **Marital Status :** Married  **Religion :** Islam | |
| **REFERENCE** | References could be provided upon request. | |