

## Muhammad Kashan

Customer Care Executive



## Personal details

-  Muhammad Kashan
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-  B-29, Sector 21-A, Mehran Town, Korangi, Karachi
-  December 7, 2004
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## Courses

- Android App Development**  
Jan 2024  
National University of Computer & Emerging Sciences
- Project Management**  
Sep 2023  
Coursera
- Internet of Things**  
Sep 2023  
Institute of Business Management

## Languages

- English
- Urdu

## Profile

Driven BBA student with hands-on experience in e-commerce and virtual assistance. Excelled at V-Tech E-Commerce and Extreme Commerce in Amazon tasks and USA market product sourcing. Skilled in e-commerce operations, with certifications in IoT, Project Management, and Android App Development. Eager to apply academic knowledge and practical skills in a dynamic business environment.

## Employment

- Customer Care Executive** **Nov 2024 - Present**  
M&P Express Logistics, Karāchi, Sindh, Pakistan  
Utilize data analysis and reporting to support strategic decisions and drive cross-departmental improvement. Prepare reports, identify trends, and resolve issues to boost efficiency. Manage customer queries via CRM with accuracy, and lead efforts to clear nationwide shipment backlogs through close operational collaboration, enhancing delivery timelines and customer satisfaction
- Project Executive** **Feb 2024 - Nov 2024**  
M&P Express Logistics, Karāchi, Sindh, Pakistan  
I manage shipper accounts at M&P Logistics, overseeing order deliveries and handling all aspects of arranging pickups, returns, and other delivery-related matters.
- Amazon Virtual Assistant** **Jan 2023 - May 2023**  
V-Tech Solution, Karāchi, Sindh, Pakistan  
Responsible for conducting thorough research and analyzing market trends to identify high-demand products for the USA market. Utilizing various tools to find and evaluate products, ensuring accurate listings with optimized descriptions, pricing, and images. Monitoring closely competitors and continuously updating product listings to maintain competitiveness in the market.

## Education

- Bachelor of Business Administration** **Jan 2023 - Present**  
Karachi University
- Intermediate, Computer Science** **Mar 2021 - Nov 2022**  
PECHS Government Degree Science College
- Matriculation, Computer Science** **Jan 2019 - Dec 2020**  
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