



HAMZA FIAZ

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Summary

Graduated in discipline Aviation Management with the knowledge of both passengers and Air cargo sector. Experienced with Ecommerce Supply chain and Logistics operations . Strong background in cross border order fulfillment, 3PL onboarding & management, vendor management, product sourcing, customer queries handling, customer complaints management, general customer services and dropshipping. Well-versed in numerous tools and platforms including First Mile Tracking, Endmile Tracking, WMS, AWBs, Woocommerce, shopify, dropified, Aliseeks, Aliexpress, Alibaba, 1688, Taobao, MS Excel(VLOOK, CONCATENATE etc.), Clickup, Slack, Thunderbird and Zendesk.

Skill Highlights

- Order Fulfillment
- Shipment Track and Trace
- Complex problem solver
- Customer Services
- MS Office (Advanced Level)
- Service-focused

Experience

Logistics Associate -11/2021 to 1/2024

- Responsibilities Include but not limited to Order Fulfillment, Providing Customer Services, Customer Complaint Handling, 3PL Management, Supplier/Vendor Management, Product Sourcing, Tracking and Tracing Orders, Resolving Customer Issues

Internship - 09/2021 to 10/2021

Pakistan Meteorological Department, Regional Meteorological Centre, Lahore

- Worked in four major departments; Pilot Ballooning Observatory, Satellite Engineering Dept. , Seismic Dept. and WAPDA Hydrology Section

Internship - 03/2021 to 04/2021

Pakistan Civil Aviation Authority, Allama Iqbal International Airport, Lahore

- Worked in four major departments; Air Cargo, Commercial Sector, Flight Dept., HR and Benefits Dept.

● **Education**

Bachelor of Science: **Aviation Management** 2018 - 2022
Superior University, Lahore

Intermediate: **F.Sc Pre-Engineering** 2016-2018
Govt. College of Science, Lahore

Matriculation: **Computer Science** 2014- 2016
Native Public High School, Lahore

● **Certifications**

Basic IT Literacy (certificate) April 2016 – 12 July 2016
Punjab Vocational Training Council, Lahore

● **Languages**

- URDU (Native)
- ENGLISH (Conversational)
- PUNJABI (Bilingual)

● **References**

Not Available