



IMRAN KHALID

E-COMMERCE SPECIALIST & SUPPLY CHAIN EXECUTIVE

DRIVING LICENSE UAE: LIGHT VEHICLE AUTOMATIC

E-Commerce Specialist 2 years' experience in analyzing & improving customer experience, implementing new digital marketing campaigns & producing innovative web content. I am a highly qualified Export & Import Processing, Logistics Management and CRM professional with over 7 years of experience in the industry

EXPERIENCE

○ E-COMMERCE SPECIALIST

TELEMARTUAE, Al Qusais industrial 3, Al Bait Saad, UAE
2023 - Present

- Managed daily operations on Amazon, Noon, and Carrefour platforms, overseeing product listings, optimizing pages, and ensuring account security.
- Applied platform rules and promotions strategically, analyzed competitor strategies, and adjusted sales policies accordingly.
- Managed customer complaints, negative reviews, and facilitated returns/refunds.
- Assisted in FBA, FBN, FBP, and FBN shipment coordination Provided regular work reports to superiors

○ SERVICE POINT INCHARGE

DHL Express PVT LTD
2016 - 2022

- Export and Import Shipments coordination and query handling support. Generate retail leads and cold calling to achieve the revenue/Volume target.
- Insanely Customer-Centric culture & Global Coordination Framework.
- Building strong and collaborative relationships with other internal stakeholders. Inspection all shipments.

○ GUEST SERVICE OFFICER

Savoey Hotel (Four Star Hotel)
2013 - 2015

- Handling all kinds of guest complaints and Queries. Providing guest services and satisfaction.
- Taking meal orders from the room guests. Forwarding meal orders to the kitchen department.
- Supervising the waiters for room services. Forwarding complaints and queries to the concerned department. Providing feedback to the company regarding guest complaints.

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Al-Qusais Industrial Area 3, Dubai, UAE

LIGHT VEHICLE AUTOMATIC UAE

SKILLS

- E-Commerce Specialist
- Export & Import Processing
- Logistics Management
- Inventory Management
- SCM Management
- Strong Communication
- Digital Marketing

EDUCATION

MBA (OPERATIONS & SUPPLY CHAIN MANAGEMENT)

The Institute Of Management Sciences
2012 - 2016

BACHELOR OF COMMERCE

The Punjab University
2009 - 2012

LANGUAGE

English
Urdu
Hindi
Punjabi