

# Hammad Zubair Memon



0321-9234353



hammadmemon1@gmail.com



Plot # 60-E, 21 Commercial Street, Phase 02, DHA, Karachi



## WORK EXPERIENCE



### INTERWOOD MOBEL (PVT) LTD ([www.interwoodmobel.com](http://www.interwoodmobel.com))

**Assistant Manager (E-Commerce – Sales Operations & Order Fulfillment)**  
(March 2021 – Present)

- Assisting and directly reporting to the department head while leading and supporting the team of 4 to 8 individuals.
- Leading the Sales team and responsible for allocating and achieving category wise sales target of each team member.
- Developing categories plans and strategies to drive growth and achieve online revenue targets.
- Managing and monitoring online orders on Magento (*E-commerce platform*).
- Managing and monitoring backend operations like dispatches, installations, FFR and complaints on SAP.
- Command over Power BI reporting, SAP (Sales Module) & E-commerce platforms such as SHOPIFY, MAGENTO and FISHR.
- Enrolling the company's store on e-commerce platforms such as DARAZ to amplify sales.
- Collaborating with BNPL (Buy Now Pay Later) partners to enhance the brand's online visibility.
- Establishing contracts with third-party logistics providers (TCS/TRAX) to facilitate nationwide order deliveries across Pakistan.
- Evaluate individual performance of team members on weekly basis through customer feedback and sales target achievement.
- Coordination with SCM for Monthly & Quarterly forecasting and stock allocation in regional warehouses.
- Responsible for handling online customers and their queries to ensure service excellence.
- Identify and resolve problems to streamline operations.
- Ensures timely invoicing and receivable for Ecommerce dept stakeholders.



### SHABBIR TILES & CERAMICS LIMITED (HOH) ([www.stile.com.pk](http://www.stile.com.pk))

**Sr. Officer (Retail Operations) - Stile Emporium & Design Studio**  
(September 2018 – March 2021)

- Managing and organizing retail store operations and allocating the responsibilities to personals.
- Plan and oversee in-store promotional events (Construction Consultants / Architects Meetups & BTL Activities).
- Coordination with the in-house interior designers for product display, store merchandising & mockups.
- Presenting the monthly or quarterly sales report to provide the sales forecast.
- Keep abreast of market trends to determine the need for improvements.
- Overseeing the sales order process, including order fulfillment, delivery, and invoicing on SAP.
- Coordination with the product & marketing team for the new article or product launch.
- Coordinating with the production team & warehouse team for the dispatches of the orders timely.
- Supervising and working with the team of Field Sales Officers, responsible for visiting DHA & Clifton areas to inform residents about our product offerings at under-construction sites and invite them to visit our retail store.

## PERSONAL DETAILS



Pakistani



15-June-1994



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## CAREER GOALS

- Becoming more proactive
- Pursue to certifications like Project Management Professional (PMP), Certified Sales Professional (CSP), Certified Business Analysis Professional (CBAP)
- Achieve greater role in good organization

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## WORK EXPERIENCE



### INTERWOOD MOBEL (PVT) LTD ([www.interwoodmobel.com](http://www.interwoodmobel.com))

*Sales Officer – Retail Sales*

*(August 2017 – September 2018)*

- Maintain and update the records of current and prospective clients.
- Sustained sound relationship with existing clientele.
- Providing accurate information about product features, attributes, pricing and after-sales services.
- Generating Sales Quotation & Sales Order on SAP Business One.
- Having coordination with factory staff for production status.
- Building a sales pipeline to ensure a constant stream of sales.
- Coordinating and providing assistance to sales team to provide excellent customer service.
- Building a sales pipeline to ensure a constant stream of sales.
- Coordinating and providing assistance within a team to provide excellent customer service.

### SKILLS

- Teamwork Skills
- Good Interpersonal Skills
- Leadership Skills
- Problem Solving Skills
- Proficient with Basic Computer Software & Hardware Skills
- Strong Attention to Detail
- Good Organizing & Planning Skills
- Negotiation Skill



### JOVAGO – ROCKET INTERNET

*Internship*

*(June 2016 – August 2016)*

- Create and update electronic records of clients.
- Dealing with customer's queries and complaints.
- Confirmation call or email to client about their check-in at hotel.

### CO-CURRICULAR ACTIVITIES



Networking



Sports



Travelling



Music



Volunteering & Fundraising



### PAKISTAN TELECOMMUNICATION COMPANY LIMITED ([www.ptcl.com.pk](http://www.ptcl.com.pk))

*Internship*

*(June 2016 – August 2016)*

- Create and update electronic records of clients.
- Dealing with customer's queries and complaints.
- Confirmation call or email to client about their check-in at hotel.

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## EDUCATION



**DHA SUFFA UNIVERSITY** ([www.dsu.edu.pk](http://www.dsu.edu.pk))

*Bachelors in Business Administration – Marketing (2014 – 2018)*

Major Courses:

- International Business
- Digital Marketing
- Global Marketing
- Sales Management



**SZABIST – Hyderabad, Sindh** (<https://hyd.szabist.edu.pk/>)

*Bachelors in Business Administration – Marketing (2012 – 2014)*



**THE EDUCATORS COLLEGE – Hyderabad, Sindh**

*HSSC (Pre-Engineering) – 2012*



**THE EDUCATORS SCHOOL – Multan, Punjab**

*SSC (Science) – 2010*



## PARTICIPATIONS & ACHEIVMENTS

- Participated in IBA - IBAC 3.0 (Branding & Advertising)
- Participated In DHA SUFA UNIVERSITY - Adcom (Nestle Nesfruta)
- Storyboard of public service campaign (*Wear Helmet*)



## TERM PROJECTS & RESEARCH WORK

- I.T (Information Technology) report on “KTN news channel”
- Organizational Behavior report on “Pak. Beverages (PEPSI CO.)”
- Marketing report on “Cadbury Dairy Milk Chocolate”
- Effects of social media marketing in clothing industry



## CERTIFICATE

- Certificate of participation (*Time & Stress Management Workshop*)
- Certificate of participation (*Interview Preparation / Self Branding*)
- Certificate of participation (*Soft Skills Workshop*)
- Certificate of participation (*Professional Selling Skills*)