



# MUHAMMAD JALAL

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## OBJECTIVE

A highly motivated commerce professional that is able to provide key analytical support to company managers. Ambitious and looking forward to playing a vital role in accounts and financial decision-making and adding significant value to a business. A high performing individual, demonstrating drive, enthusiasm and initiative, with the ability to work well under pressure, consistently delivering quickly and accurately and able to priorities to ensure deadlines are met whilst maintaining a high standard of analysis and insight.

Presently looking to join a company that offers long term career prospects.

## EDUCATION

- Master of Commerce from Govt. College of Commerce Peshawar (2016)
- Bachelor of Commerce from Govt. College of Commerce Peshawar (2014)
- Diploma of Commerce Islamia Degree College Peshawar (2011)
- Secondary School Certificate B.I.S.E Peshawar (2009)

## EXPERIENCE

### Fastcom Call Center Agent (Jan 2014-June 2014)

- Take customer calls and provide accurate, satisfactory answers to their queries and concerns
- De-escalate situations involving dissatisfied customers, offering patient assistance and support
- Call clients and customers to inform them about the company's new products, services and policies
- Guide callers through troubleshooting, navigating the company site or using the products or services
- Review customer or client accounts, providing updates and information about billing, shipping, warranties and other account items
- Collaborate with other call center professionals to improve customer service
- Help to train new employees and inform them about the company's customer management policies.

### Nur Enterprises As a Store Supervisor (July 2016-Sep 2017)

- Overseeing salespeople, cashiers, shelf stockers, and other employees.
- Managing finances and preparing an annual budget.
- Keeping records of expenditure, sales figures, and employee performance.

## KEY SKILLS —

### SAP B1 Logistic Module

- Freight Charge Management
- Quotation Generation
- Purchase Order Generation
- Consignment Booking Management
- Route Management
- Incentive Management
- Lorry Management
- Evaluating the supply and availability of stocks, and profit-margins.
- Implementing measures to avoid stock damages, theft, and wastage.
- Monitoring shelves stocks and product displays, and the general appearance of the store.
- Investigating market trends and offering products that would appeal to customers.
- Addressing customers' requests, comments, and complaints.
- Motivating employees to achieve targets.
- Training new staff members and scheduling shifts.

### Pakistan Single window. DRAP

- Challan Submission
- Document Uploading for the Specific Material
- Drap Clearance

### Import Material & Clearance.

- Prepares Documents for Bank Contract
- Prepares Documents to move goods efficiently through Import steps and procedures.
- Reviews Paperwork and Documents to ensure Shipping, Handling, Storage charges, and customs fees are billed correctly.
- Prepare the FI # & get the PSID from clearing agent
- Maintains a Database that tracks Merchandise.
- Performs other duties as assigned.

### Libra Pvt Ltd. Peshawar As a Assistant Manager Procurement (May 2018 to June 2022)

- Liaise with key company employees to determine their products and services needs
- Monitors business trends and product availability to pay the best price for company goods and services without sacrificing quality or delivery times.
- Nurtures relationships with suppliers to negotiate the best prices for the company.
- Identifies and researches potential new suppliers.
- Research for new products and services to meet the company's goals
- Assesses total costs of company purchases.
- Develops and implements strategies for procuring, storing, and distributing goods or services and maintaining stock levels.
- Oversees a team of Procurement Executives.
- Reports to the Procurement Manager.
- Perform any other ad-hoc task assigned by Superior or Management.

### Stanley Pharmaceutical Pvt Ltd As a Assistant Manager Import (July 2022 to till Date)

- Opening of contract & Lc's with Banks
- Review of draft Contract & Lc's
- Insurance of shipment from insurance provider.
- Retirement of contract & Lc's form Banks
- Oversee efficient working of employees of import department and manage all communication with Clearing agent and Banks.
- Overseeing logistics to ensure that products are delivered as promised.
- Reports to the Finance Manager & Procurement Manager.