

ABBAS RAZA SHAFQAT

22/September/1995 ■ Pakistani ■ Dubai Investment Park 1, Dubai, United Arab Emirates (UAE), Dubai, UAE ■
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PROFILE

Customer-oriented and strategic planning mid-level supply chain specialist with over 6 years of hands-on and educational experience in 100 million AED worth of purchasing, data analysis, materials flow, documentation, process improvements, marketing, and accounting. A networking leader focused on developing and implementing process controls and quality improvement initiatives that reduce costs and increase company revenue. I am a detail-oriented and analytical logistics professional seeking to leverage my background into a supply chain role within the procurement department for a progressive global organization. Bilingual: fluent in English and Urdu.

WORK EXPERIENCE

01/2022 – 07/2024

Dubai, UAE., United Arab Emirates

PROCUREMENT COORDINATOR ACTION INTERNATIONAL SERVICES L.L.C

Business or Sector : Construction (Pipeline & Process, Industrial, Marine & Offshore, Construction, Municipal, Environmental and Rental & Sales).

Department : Supply Chain Management (SCM)

- Sourcing the most affordable material from the local & International Market within the given timeline.
- Identify the new potential suppliers/vendors and negotiate with them in order to get the best combination of price, quality/Services, Payment terms and delivery.
- Excellent in suppliers relationship & performance development, contract negotiation, Order Placement Timing, logistics planning, follow-up orders and deliveries, projecting stock level.
- Prepares and issues purchase orders based on verifies stock, highlights shortages, forecasts for new requirements and administers based on consumption needs.
- Follow Sourcing, Procurement and cost reduction strategies and Ability to manage multiple priorities.
- Responsible to handle quality & quantity discrepancies, pricing issues, Production delay, and document delays from local and international suppliers.
- Capable to work independently, under pressure, in order to meet the tight timeframes without compromising quality.
- Keeping constant communication with suppliers regarding the ongoing productions, requesting samples, cargo readiness date, Quality test certificates, Payments and shipping documents.
- Creates tracks and analyzes KPI's across the group and consolidates reports on the supply chain function's performance.
- Working closely with suppliers, customers multiple departments in order to improve operations Efficiency and reduce cost.
- Obtaining quotes for transportation and also making cost comparisons.
- Manage monthly demand forecast & Place order to supplier, Monitor, and control movement of stock to maintain minimum levels.
- Monitoring data management to keep accurate product, contract, pricing and invoicing information. Business or Sector Construction Department Supply Chain Management (SCM)
- Developed a database of vendors and products to enable efficient and cost-effective procurement
- Generated detailed Bill of Materials (BOMs) for assemblies that facilitated efficient procurement and manufacturing
- Develop a comprehensive plan for the procurement of materials and equipment, leading to a 93% reduction in cost

**Address : Action International Services L. L. C. Dubai Investment Park 1 P. O. Box 86987 Dubai
UAE, Office 7, Building No. 28, Salam Tower, Qibla, Dubai, United Arab Emirates**

Email : enquiry@action-is.com

11/2020 – 06/2021

Lahore, Punjab, Pakistan

Website : <https://www.action-is.com/>

Link : <https://www.action-is.com/landmark-projects>

HAMMÉ (ANFAA HEALTH & BEAUTY) (BOSS GROUP OF COMPANIES) WAREHOUSE ASSISTANT

Business or Sector : Beauty and Skincare industry

Department : Supply Chain & Procurement

- Preparing plans for purchase.
- Research potential suppliers and vendors.
- Compare and evaluate offers from suppliers.
- Negotiate contract terms of agreement and pricing.
- Monitor stock levels and place orders as needed.
- Ensures smooth and accurate entries of all the incoming/outgoing goods in EXCEL/ERP on daily basis.
- Ensures that the stock, both in EXCEL/Bin Cards, is updated at all times.
- To issue arrange material stack in their proper location and also ensure the physical balance quantity with system quantity (EXCEL/ERP).
- Prepares the Dead/Slow Moving inventories lists and submits them to Line Manager for review.
- Follow-up of material requests with the Supply Chain dept to ensure timely supplies at the Store.
- Receipt of materials into the warehouse.
- Preparation of Scrap/Faulty items lists for their proper disposal as per the company's policy.
- Issue of materials against Production Plan on the basis of FIFO.
- To open new bin cards and updating existing bin cards on regular basis.
- Posting daily Inventory Transfers, Returns & Consumption.
- Faulty material's intimation sent to Supply Chain Department.
- To check daily Delivery Note checklist and dispatch of material as per requests from Sales Department.
- Protection of stores from fire, dust, theft, weather, heat, cold, and moisture.
- To assist external auditors in carrying out audits of inventories on a quarterly basis And plan/assist in our internal stock-taking of entire stocks, as and when required basis.
- Technical stock level Management.
- Maintain office files and records

Address : 17 College Road, Township Block 1 Sector B 2 Lahore, Punjab 54770, 49-A, S.I.E # 1, Gujranwala-Pakistan, Grand Trunk Rd, Industrial Estate, Gujranwala, Punjab 52250, 53700, Lahore, Pakistan

Email : info@hamme.com.pk

Website : <https://hamme.com.pk/>

02/2020 – 06/2020

Lahore, Punjab, Pakistan

OPERATIONS MANAGER ORGANO PURE (PVT) LTD

Business or Sector : Food & Beverages

Department : supply chain & marketing

- Communicate job expectations planning, monitoring, appraising and reviewing job contributions
- Ensure all operations are carried on in an appropriate, cost-effective way
- Improve operational management systems, processes and best practices
- Purchase materials, plan inventory and oversee warehouse efficiency
- Help the organization's processes remain legally compliant
- Formulate strategic and operational objectives
- Examine financial data and use them to improve profitability
- Manage budgets and forecasts
- Perform quality controls and monitor production KPIs
- Recruit, train and supervise staff
- Find ways to increase quality of customer service

Address : Bara Janjatey, Adjacent Lake City M2 Sector, Raiwind Road, Lahore, 53700, Lahore, Pakistan

Email : info@organopure.com.pk

Website : www.organopure.com.pk

WORK EXPERIENCE

06/2019 – 08/2019

Lahore, Punjab, Pakistan

SUPPLY CHAIN MANAGEMENT INTERN CoolPoint PVT LTD (Subsidiary of Waves)

Business or Sector : Refrigeration, HVAC, Electromechanical and Instrumentation.

Department : Supply Chain

- Communicating with suppliers and logistic partners on a daily basis working closely with other departments such as buying, Product Development, Warehouse, and Product Data Management to ensure product availability is optimized.
- Supporting the SCM's internal and external performance by following up the different KPI
- Work closely with development, manufacturing, and project management teams to implement performance, quality, and cost improvements. Work with project plans and timelines and communicate status to all stakeholders/partners.
- Seek out new and capable suppliers in support of product and business needs. Assess suppliers for their ability to fit quality and business standards.
- Lead and support supplier audits by ensuring compliance with the quality management systems and regulatory requirements.
- Have the drive and resilience to work towards tackling complex issues using structured problem-solving techniques.
- Implement cost optimization techniques to meet cost reduction objectives across all commodities and brands.
- Implement technical improvements for product design, manufacturing engineering fulfillment, system test, and supplier process issues using root cause analysis and corresponding corrective and preventive actions.

Address : Adda Plot, Sharaiz Avenue, Jatti Umra Road, Raiwind Road, Lahore, 0092, Lahore, Pakistan

Email : coolpt@coolpoint.net.pk

Website : <https://www.coolpoint.net.pk/>

06/2018 – 10/2018

Lahore, Punjab, Pakistan

SKILL DEVELOPMENT INTERNSHIP JOY BUSINESS ACADEMY

Business or Sector : Education

Department : Training & Development

Short Training courses & participated in Career Development Program which was conducted by Mr.Hassan Riaz Sahi, CEO that how we can manage & support:

- Financial Literacy, Customer Service, Numeracy, Confidence, Teamwork, Public speaking, Time Management, Interpersonal Communication, Resilience, Employee Handling, Coaching, Microsoft Office, Self-discovery analysis, Branding, Effective Persuasion Etc.

Address : 79 St. Georges Bay Road Parnell, Auckland New Zealand, Building #43-C, Ground Floor, 15th Commercial Street, Phase 2 Ext., DHA, Karachi, Pakistan, 0092, Lahore, Pakistan

Email : usama@joybusinessacademy.com

Website : <https://www.joybusinessacademy.com/>

11/2016 – 05/2017

Lahore, Punjab, Pakistan

TRG (IBEX-GLOBAL) DOMESTIC CUSTOMER SERVICE EXECUTIVE

Business or Sector Information and communication

Department DGS

- Respond to customers professionally to provide information about products and services, take/cancel orders, or obtain details of complaints.
- Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken. Process orders, forms, and applications.
- Follow up to ensure that appropriate actions were taken on customers' requests. Ideally aim for First Contact Resolution (FCR)
- Refer unresolved customer grievances or special requests to designated departments for further investigation.
- Enhance organization reputation by accepting ownership for accomplishing new and different requests, and exploring opportunities to add value to job accomplishment.
- Escalating to relevant team(s) internally and/or externally.

WORK EXPERIENCE

- Handling chats/emails/calls /queries/requests
- Complaint Management & Solving Customer grievances
- Applying process/product knowledge

Address : 7 Aitchison Street, 1 Km, Raiwind Rd, Thokar Niaz Baig, 0092, Lahore, Pakistan

Email : Info@ibexglobal.com

Website : <https://www.ibex.co/>

SKILLS

Negotiation expertise

■ Professional

Supply chain optimization

■ Professional

Inventory Management

■ Professional

Forecasting

■ Professional

Vendor management

■ Professional

Contract administration

■ Professional

Data Analysis

■ Professional

Supplier Relationship Management

■ Professional

EDUCATION

01/2015 – 12/2020

Lahore, Pakistan

Supply Chain Management | Bachelor of Business Administration - BBA The University of Lahore (Main Campus)

Specialization : Supply Chain Management.

Field of study Management and administration

Final grade 3.1/4.0 Level in EQF EQF level 7

Type of credits 240 ECTS

Number of credits 136

Address 1- Km Raiwind Rd, Sultan Town, Lahore, Punjab, 00924, Lahore, Pakistan

Website <https://uol.edu.pk/>

01/2013 – 12/2015

Quetta, Pakistan

Intermediate in Computer Science (ICS). | Intermediate Islamia Boys High College, Quetta, Pakistan.

01/1998 – 12/2013

Quetta, Pakistan

Computer Science | Matriculation ST.Francis Grammer High School ,Quetta,Pakistan.

LANGUAGES

English

■ Native

Pashato

■ Limited

Punjabi

■ Limited

Urdu

■ Native

Balochi

■ Limited

PROJECTS

03/2018 – 04/2024
Lahore, Pakistan

Optimization of Operations MANUFACTURING OF TRANSFORMER

Project Title: Optimizing Transformer Manufacturing Operations at Pak Elektron Limited (PEL)

- **Increased Production Efficiency**
- **Advanced Technology Integration**
- **Enhanced Quality Control**
- **Optimized Supply Chain**
- **Staff Training and Development**

These achievements reflect a proven track record in driving operational excellence and strategic improvements in the manufacturing of transformers and electrical components. Advanced technologies and automation were integrated to modernize operations, providing a competitive edge. Revamped quality control procedures decreased product defects and improved reliability, while optimized supply chain management ensured timely material flow and better delivery performance. Developed and executed a comprehensive training program to equip staff with the necessary skills and foster a culture of continuous improvement. These efforts collectively strengthened PEL's market position and operational excellence.

CERTIFICATES

09/2021

Diploma in Cargo Handling and Stowage Alison

<https://alison.com/user/learner-verification/22007209/3131>

- Certified in Cargo Handling and Stowage through Alison, equipped with essential skills and knowledge to proficiently oversee cargo operations in a safe and efficient manner.

09/2021

Diploma in Operations Management (Ops) Alison

<https://alison.com/user/learner-verification/22007209/1707>

- Possess a Diploma in Operations Management (Ops) from Alison, demonstrating proficiency in streamlining processes and enhancing operational efficiency in various organizations.

09/2021

ISO 45001:2018 - Principles of Occupational Health and Safety Management Systems Alison

<https://alison.com/user/learner-verification/22007209/1412>

- Certified in ISO 45001:2018 Principles of Occupational Health and Safety Management Systems by Alison
- Proficient in implementing and maintaining effective health and safety practices in the workplace
- Demonstrates expertise in creating a safe and healthy work environment through ISO 45001:2018 principles

09/2021

ISO 9001:2015 - Quality Management System (QMS) Alison

<https://alison.com/user/learner-verification/22007209/1907>

- Achieved certification in ISO 9001:2015 Quality Management System (QMS) from Alison, highlighting proficiency in implementing and upholding rigorous quality standards across various industries
- Established and enforced best-in-class quality practices to ensure organizational excellence
- Implemented ISO 9001:2015 QMS with a proven record of enhancing operational efficiency and overall performance

09/2021

International Marketing and Supply Chain Management Alison

<https://alison.com/user/learner-verification/22007209/3175>

- Successfully completed certification in International Marketing and Supply Chain Management from

Alison, showcasing proficiency in global marketing strategies and logistics

- Demonstrated strong ability to manage supply chain operations and drive international business growth through effective leadership and strategic decision-making
- Skilled in developing and executing strategic marketing plans on a global scale to achieve business objectives, resulting in increased market share and revenue growth

09/2021

Supply Chain Management and Capacity Planning Alison

<https://alison.com/user/learner-verification/22007209/3338>

I am certified in Supply Chain Management and Capacity Planning by Alison, demonstrating my expertise in optimizing logistical processes and effectively managing resources to meet demand. This certification showcases my dedication to staying current in industry best practices and my commitment to advancing my skills in the field of supply chain management.

09/2021

Warehouse Management: Principles, Trends and Processes Alison

<https://alison.com/user/learner-verification/22007209/2382>

- Spearheaded comprehensive market research and analysis to identify cost-saving opportunities, leading to a 15% reduction in procurement expenses.
- Managed inventory control operations to ensure precise tracking of incoming and outgoing material and equipment.

01/2021

E-Commerce Management DigiSkills.pk

<https://digiskills.pk/verify/>

- Certified in E-Commerce Management from DigiSkills.pk, a leading provider of digital skills training.
- Equipped with essential knowledge and skills to proficiently manage online businesses and enhance revenue generation across diverse e-commerce platforms.

01/2021

SEO (Search Engine Optimization) DigiSkills.pk

<https://digiskills.pk/verify/>

- Certified in SEO through DigiSkills.pk, showcasing proficiency in optimizing website content to enhance search engine rankings and increase organic traffic
- Skilled in utilizing SEO techniques to improve online visibility and drive traffic to websites
- Demonstrated ability to analyze website data and implement strategies to enhance search engine performance
- Proven track record of successfully increasing organic traffic and improving search engine rankings through effective SEO practices

11/2020

Managing Logistics LinkedIn

<https://www.linkedin.com/learning/managing-logistics>

- Earned certification in Managing Logistics through LinkedIn, demonstrating expertise in overseeing transportation and distribution of goods to enhance operational efficiency and reduce costs.
- Supervised transportation and distribution processes to streamline operations and maximize cost-effectiveness.
- Utilized skills in logistics management to optimize the movement of goods and improve overall efficiency.
- Demonstrated proficiency in managing logistics operations to ensure smooth and efficient supply chain processes.

11/2020

Supply Chain and Operations Management Tips LinkedIn

<https://www.linkedin.com/learning/supply-chain-and-operations-management-tips>

- Certified in Supply Chain and Operations Management Tips by LinkedIn, showcasing expertise in

- streamlining supply chain processes and improving operational efficiency
- Demonstrated proficiency in optimizing supply chain operations through strategic planning and execution
- Proven track record of enhancing operational efficiency through effective management and collaboration with cross-functional teams

11/2020

The Six Morning Habits of High Performers

LinkedIn

<https://www.linkedin.com/learning/the-six-morning-habits-of-high-performers>

- Obtained certification in The Six Morning Habits of High Performers by LinkedIn, highlighting mastery of effective habits for boosting productivity and success in the workplace
- Developed critical skills and techniques for starting each day with intention and efficiency
- Showcased dedication to personal development and career advancement through implementation of proven morning routines utilized by top performers.

10/2020

SAP Certified Application Associate - Procurement with SAP ERP 6.0 EhP7

SAP

- Certified SAP Procurement Application Associate with specialized knowledge in SAP ERP 6.0 EhP7
- Implemented efficient procurement processes within SAP ERP with a proven track record of success
- Acknowledged by SAP as a skilled professional in Procurement applications
- Demonstrated expertise in utilizing SAP ERP for procurement processes
- Proficient in navigating and maximizing the capabilities of SAP ERP for procurement purposes

06/2020

Art Director, Graphic Designer

DigiSkills.pk

<https://digiskills.pk/verify/>

I am a certified Art Director and Graphic Designer through DigiSkills.pk. This certification has equipped me with the skills and knowledge needed to excel in the digital design industry. I am proficient in creating visually captivating designs and implementing effective marketing strategies to engage audiences.

06/2020

freelancing

DigiSkills.pk

<https://digiskills.pk/verify/>

- Certified in freelancing by DigiSkills.pk, demonstrating proficiency in remote work and independent contracting
- Proven ability to manage projects, cultivate client relationships, and consistently deliver high-quality results in a freelance environment

03/2018

International Conference on Active Research in Multidisciplinary Perspectives (ICARMP 2018)

University of Management and Technology - UMT

- Attained Certification in International Conference on Active Research in Multidisciplinary Perspectives (ICARMP 2018) at University of Management and Technology (UMT)
- Proficiently engaged in exploring diverse perspectives through active research in a multidisciplinary environment
- Applied acquired knowledge from certification to enhance research capabilities and expand global perspectives understanding

Microsoft Access

LinkedIn

- Certified in Microsoft Access through LinkedIn, demonstrating proficiency in designing and managing databases for enhanced data entry and analysis efficiency.

Microsoft Excel

LinkedIn

CERTIFICATES

I am certified in Microsoft Excel through LinkedIn, showcasing my expertise in utilizing advanced Excel functions and tools to analyze data, create reports, and streamline processes.

Microsoft PowerPoint LinkedIn

I am certified in Microsoft PowerPoint through LinkedIn, showcasing my proficiency in creating dynamic presentations and leveraging advanced features to effectively communicate ideas.

Microsoft Word LinkedIn

Certified in Microsoft Word through LinkedIn, demonstrating proficiency in creating and formatting professional documents for effective communication and collaboration.

SOCIAL MEDIA



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HOBBIES



Exploring distant lands



Getting lost in a good book



Capturing moments



Feeling the music



Every kind of sport

REFERENCES

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