

## ALAMGIR

Contact no +92 313 0417216

Passport no DE1751622

[alamgir9024@gmail.com](mailto:alamgir9024@gmail.com)

### CAREER SUMMARY

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Highly trained storekeeper with years of experience in this work environment. Extensive background in a variety of office administration duties. Customer service professional with strong ability to multi-task, prioritize, and manage time effectively. Highly gifted ticketing officer a sales professional with huge background in making and confirming reservations for passengers and selling tickets for airlines; and directing passengers to designated areas. Works well in high-pressure settings with minimal supervision in both leadership and team roles. Especially effective at fielding phone calls, coordinating with clients.

### EDUCATION

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- **Bachelor of Science** (2016)  
Abdul Wali Khan University, Mardan
- **Master** (2022)  
Abdul Wali Khan University, Mardan

### EXPERIENCE

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**Warehouse Supervisor** (2022 – 2023)  
(Falcon Herbal & Nutraceuticals Labs PVT LTD)

- Achieve high levels of customer satisfaction through excellence in receiving, identifying, dispatching and assuring quality of goods.
- Measure and report the effectiveness of warehousing activities and employees performance
- Organize and maintain inventory and storage area
- Ensure shipments' and inventory transactions' accuracy
- Communicate job expectations and coach employees
- Determine staffing levels and assign workload
- Interface with customers to answer questions or solve problems
- Maintain items record, document necessary information and utilize reports to project warehouse status
- Identify areas of improvement and establish innovative or adjust existing work procedures and practices
- Confer and coordinate activities with other departments
- Proven work experience as a Warehouse Supervisor
- Highly effective supervisory skills and techniques
- Strong organizational and time management skills

## OTHER EXPERIENCE

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**Ticketing Officer** (2019 – 2020)  
(OK Travel & Tours UAE)

- Sells and assembles tickets for transmittal or mailing to customers.
- Answers inquiries made to travel agencies or transportation firms, such as airlines, bus companies, railroad companies, and steamship lines.

**Ticketing Officer** (2017-2019)  
(Manazil Chattha Group Travel & Tours)

- Arranges reservations and routing for passengers at request of Ticket Agent.
- Examines passenger ticket or pass to direct passenger to specified area for loading.

**Computer Operator** (2015 – 2017)  
(Falcon Herbal & Nutraceuticals Labs PVT LTD)

- Provides data by operating a computer.
- Determines sequence of operations by studying production schedule.
- Generates reports from batch jobs and distributes to end-users.

**Storekeeper** (2014-2015)  
(Falcon Herbal & Nutraceuticals Labs PVT LTD)

- Greeting customers, responding to questions, improving engagement with products and providing outstanding customer service.
- Keep a record of sales and restock the store accordingly.

## SKILLS

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- Data processing
- Documentation skills
- Equipment maintenance
- Store Management.
- Stock Control.
- Packaging.
- Inventory Control.

## LANGUAGE

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- English Language (Good)
- Urdu Language (Good)
- Pashtu (Good)