

Lawrance Jacob

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EXPERIENCE

Avery Dennison, Pakistan— Sr. Officer Customer Services

May-2022 – PRESENT

- Collaboration with lead retail brands (Adidas, Gap, Old Navy, banana republic & Levis).
- Handle all kinds of variables data queries.
- Coordinate with development team for item setup, pricing and update of BOM.
- Coordinate with Dispatch team for timely deliver goods to the customer as per committed date.
- Coordinate with production planning and supply chain for production alignment and raw material availability.
- Work with the team on the order process improvement development.
- Handle complaints of customers and co-ordinate with QC and Production to rectify the issue.

Avery Dennison, Pakistan— Officer Customer Services

Jan-2015 – Apr-2022

- Collaboration with lead retail brands (**Gap, Old Navy, banana republic**).
- Handle all kinds of variables data queries.
- Coordinate with GPD for item approval and setup availability, prices & delivery time.
- Coordinate with production planning and supply chain for raw material availability Handle complaints of customers.
- Handle customer's complaint and co-ordinate with QC for rectify.

Avery Dennison, Pakistan— Officer Dispatch

May-2014 to Dec-2014

- Distribution follow-up, material inventory, Logistics & transfer of material.
- Consolidate shipments, schedule pickups, all audit-related dispatch documents and ensure proper documentation is maintained and done before dispatches.
- Supervise staff and ensure that all staffs are adequately trained in order to achieve high Working standards.
- Ensure the proper management of the warehouse in compliance with the existing policies and procedures.
- Initiated multi-tasking and trained each member.
- Participate in Internal and External physical Audits.

Avery Dennison, Pakistan— Asst. Officer Dispatch

Jun-2010 to Apr-2014

- Control Dispatches & logistics inbound and outbound, working on

SKILLS

- Project management
- Complex problem solver
- Creative design
- Innovative
- Focus to Target

AWARDS

- Award for the appreciation for Excellence (2023)
- Award for the appreciation best Team Work (2021)
- Award for best managing the inventory Audit (2012).
- Certified of Appreciation for outstanding performance (2014)
- Certified employee Award for best managing the inventory Audit (2013)
- Certified employee Customer Service Management Program by Conducted by Ostara (TCS Company 2015).
- Awarded 5 year Excellence.
- Awarded 10 year Excellence.
- Awarded 15 year Excellence.
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LANGUAGES

- English
- Urdu
- Panjabi

- Internal and External physical Audits.
- Checks and maintained the records of all signed/acknowledged delivery notes and support sales,
- Support Finance team to provide documents without any delay/ failure.
- On all sales closing days worked till late nights to achieved sales and distributions targets.

Avery Dennison, Pakistan— Dispatcher

Jun-2007 to Apr-2010

- Manage Local Karachi to Karachi. To arrange daily dispatches for the local zone to zone customers.
- Possible cost saving for a monthly basis. Participate in the annual inventory count Audit.
- To handle complaints of distributors & Customers riders. Controlling inventory of finished goods
- Control Dispatches & logistics inbound and outbound, working on ERP system. Internal and External physical Audits.
- To support sales and customer services, Management of all audit-related dispatch documents.

INTEREST

- Management training
- New Ideas
- Projects & Assignments
- Strategic planning

EDUCATION

- MBA (SUPPLY CHAIN) Iqra University (2016 - 2020)
- B.Com DadaBhoy Institute of Higher Education (2014 - 2015)
- Intermediate Intermediate Karachi Board Pakistan (2012 - 2013)
- Software Engineering Aptech Computer Education (2008 - 2011)
- Matriculation Erum Elementary & Secondary (2007)