



USMAN MUNEEER

ABOUT ME

I hold a BSc in Applied Management and a Master's in Social Science. With a strong background in operations, customer relations, & supply chain, I apply my skills to drive results and add value to the organization.



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Sukkur (currently in Rawalpindi)

LANGUAGE

- English
- Urdu
- Sindhi

SKILL SUMMARY

- Professional Email Communication
- MS Excel (Data Entry)
- Account handling & Invoice Preparation & Billing Support
- Control Room Monitoring
- Officer Deployment & Scheduling
- Prepared Client Specific Reports

EXPERIENCE

ASSISTANT CUSTOMER RELATIONS EXECUTIVE

NOV.2016 - JAN.2020

AL BAKIO INTERNATIONAL COMPANY LAHORE

- Managed customer interactions and converted inquiries into sales opportunities.
- Coordinated with supply teams to ensure product availability and support smooth sales operations.
- Analyzed customer feedback to identify gaps, improving customer experience and retention.
- Boosted sales by improving customer experience and retention through effective issue resolution.

OPERATIONS & CLIENT SUPPORT OFFICER

(CONTROL ROOM) (AUG 2023 TO PRESENT)

AIM SECURITY UK LTD (RAWALPINDI BASED)

- Managed real-time control room operations, coordinating with international clients via email;
- Prepared and verified month-end work-hour reports and generated accurate officer pay slips;
- Calculated client-wise billable hours at variable rates and ensured timely officer payment processing;
- Generated and forwarded invoice requests to support purchase order (PO) issuance;
- Utilized MS Excel and Google Sheets for data entry, tracking, analysis, and performance reporting; &
- Maintained and updated operational logs, shift reports, and client records.

EDUCATION

UNIVERSITY OF THE PUNJAB LAHORE

MASTER'S IN SOCIAL SCIENCE

2017-2019

GC UNIVERSITY LAHORE

BSC. APPLIED MANAGEMENT

2014-2016