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## KASIM PATHAN



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**Address: Dubai, UAE**

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### Education:

**ROTARY INTEGRATED SCHOOL  
(ROTARY CLUB OF MT. ABU)**

**B.COM BUSINESS MANAGEMENT  
AND ADMINISTRATION (2022)**

**(MAHARAJA SAYAJIRAO UNIVERSITY  
OF BARODA)**

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### ● ABILITY & COMPETENCY

- Microsoft Office – All Modules
  - Microsoft Excel with formulas: V lookup, X lookup, Index, Network Days, WhatIf, Pivot Table (ALT+D+P), Count, Subtotal, Average, Percentage, Replace (CTRL H)
  - Outlook & Microsoft D365
  - Quantity & work estimation, Billing.
  - Stock Inventory & Management
  - Accounting and Analysis.
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### ● Professional Skills:

- Effective communication
  - Analytics Skills
  - Matter solving
  - Client-Centric
  - Leadership Role
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## PROFILE

I am an experienced professional with over 5 years of experience seeking an opportunity to work in a robust and challenging work environment. I am eager to improve and learn new skills, and I am committed to putting forth my best efforts to help both myself and the company advance in the commercial industry.

## Experience

**Jumbo World Holdings Ltd. (Jumbo Electronics LLC) Dubai, UAE. (2022-PRESENT)**

### INVENTORY CONTROLLER AND PURCHASING MANAGEMENT

#### RESPONSIBILITIES

1. Monitors and maintains current inventory levels; processes purchasing orders as required; tracks orders and investigates problems.
2. Records purchases, maintains database, performs physical count of inventory, and reconciles actual stock count to computer-generated reports.
3. Receives, unpacks, and delivers goods; re-stocks items as necessary; labels shelves.
4. Processes and/or approves invoices for payment.
5. Perform routine clerical duties, including data entry, answering telephones, and assisting customers
6. May lead, guide, and train staff/student employees, interns, and/or volunteers performing related work; may participate in the recruitment of volunteers, as appropriate to the area of operation.
7. Performs miscellaneous job-related duties as assigned.
8. Fulfilment of Orders through E-Commerce platform.
9. Booking and Billing of orders received from the Sales Core Team.

### **cFirst background checks LLP, Ahmadabad, India Business Development — Jan 2022 - Aug 2022**

- Project Development and maintaining confidential information over the excel and company's tool
  - Direct client co-ordination as a special point of contact
  - Prepared the client charter which helps to maintain data from starting to present along with sharing with the client on weekly basis.
  - Coordination with finance team to generate invoice monthly.
  - Determined and scheduled priorities as required to progress optimistic innovations.
  - Liaised with company executives and project managers to acquire resources to move project forward.
  - Reviewed contract & Service level agreement proposals to determine favourable partnerships for on-time and under-budget project completion.
  - Evaluated strategies requests in response to out-of-scope work activities.
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## ● INTERESTS

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- **Luxury Goods**
  - **Fashion**
  - **Business**
  - **Electronics**
  - **Current Affairs**
  - **Social Media**
  - **Sports**
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## PERSONAL INFORMATION

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**NATIONALITY: Indian**

**Visa Status: Employment Cancelled**

**Visa (UAE)**

DOB: 08/01/1996

Marital Status: Single

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## **Concentrix India Ltd., Vadodara, India Dec 2020 – 2021 Customer Support Specialist**

- Respond to customer queries in a timely and accurate way, via phone, email or chat
- Identify customer needs and help customers use specific features
- Analyse and report product malfunctions (for example, by testing different scenarios or impersonating users)
- Handle 90+ calls daily, with duties including signing up new customers. Retrieving customer data, presenting relevant product information, and cancelling services.
- Received an average 85% customer satisfaction rating to date, 15% higher than the company average
- Update our internal databases with information about technical issues and useful discussions with customers
- Share feature requests and effective workarounds with team members
- Inform customers about new features and functionalities
- Follow up with customers to ensure their technical issues are resolved
- Gather customer feedback and share with our Product, Sales and Marketing teams
- Assist in training junior Customer Support Representatives
- Proficient in video conferencing platforms such as Zoom, Hangouts and Skype, able to communicate with customers across a variety of channels.

## **Sky-seven Infra-tech PVT. LTD, Vadodara, India Mar 2017 – 2020 Business Development & Logistics Department**

- Experience in the department of logistics operations (Inter-State- Transportation, goods handling, clearance & Co-ordination with authorities.)
  - Direct client coordination as a SPOC.
  - Maintaining quality log for projects to ensure work proficiency level.
  - Maintaining Client Charter.
  - Solving process-related quality queries.
  - Quick decisions and quick solutions are the major priority.
  - Effective Communication with the Team
  - Suggested a new tactic to persuade cancelling customers to stay with the company.
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