

MUHAMMAD RAUF

OPERATIONS & LOGISTICS SPECIALIST | SALES

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PROFESSIONAL SUMMARY

Results-driven operations and logistics professional with over 4 years of experience across warehousing, order fulfillment, and sales in fast-paced retail and e-commerce environments. Skilled in inventory management, supply chain coordination, and customer relationship building, with a consistent record of meeting operational targets and improving process efficiency. Currently expanding cross-functional experience in last-mile delivery operations in the Kingdom of Saudi Arabia.

CORE COMPETENCIES

- Supply Chain & Warehouse Management
- Inventory Control & Cycle Counting
- Order Fulfillment & Logistics Coordination
- Sales & Business Development
- Customer Relationship Management
- Team Leadership & Cross-functional Coordination
- Cash Handling & Reconciliation
- MS Excel & Warehouse Management Systems (WMS)

PROFESSIONAL EXPERIENCE

Delivery Representative

Hungerstation

Dec 2024 – Present

Riyadh, Saudi Arabia

- Deliver food and retail orders efficiently across assigned routes, consistently meeting delivery-time targets while ensuring order accuracy and product quality.
- Provide professional, customer-focused service at every delivery touchpoint, contributing to high customer satisfaction ratings.
- Plan and navigate delivery routes independently, managing schedules to meet tight service-level deadlines.

Sales Executive

Stylo Pvt Ltd

Jan 2024 – Nov 2024

Rawalpindi, Pakistan

- Generated and qualified new sales leads through prospecting, cold outreach, and client meetings, building a healthy pipeline of opportunities.
- Built and maintained long-term customer relationships, resulting in repeat business and referrals.
- Presented products to prospective clients, addressed objections, and negotiated terms to close deals.
- Consistently met and exceeded monthly sales targets in a competitive retail market.

Operation Specialist

Daraz.pk (Alibaba Group)

Jan 2021 – Jul 2023

Islamabad, Pakistan

- Managed end-to-end order fulfillment for a high-volume e-commerce operation, including picking, packing, and shipment preparation.
- Tracked inventory levels and conducted regular cycle counts to maintain stock accuracy across the warehouse.
- Coordinated transportation and shipping logistics, generating documentation and tracking shipments to ensure on-time delivery.
- Oversaw receiving and warehousing of incoming deliveries, including inspection and organized storage.
- Maintained accurate records of inventory and shipments, and resolved customer inquiries related to order status.

Operation Officer

Muller & Phipps

Apr 2020 – Jan 2021

Rawalpindi, Pakistan

- Supported daily warehouse and distribution operations, including receiving, picking, packing, and shipping orders.
- Performed loading/unloading of trucks and maintained accurate stock levels in an organized work environment.
- Used warehouse management systems (WMS) to track inventory and manage order processing.

- Collaborated with a cross-functional team to consistently achieve daily operational targets.

EDUCATION

Intermediate in Computer Science (ICS)

2017 – 2019

Sarwar Shaheed NH Govt Degree College, Gujarkhan, Pakistan — Coursework in data structures, algorithms, and object-oriented programming.

Matriculation / SSC, Computer Science

2015 – 2017

Govt Boys High School, Machhia, Rawalpindi, Pakistan

LANGUAGES

English – Fluent **Arabic** – Conversational **Hindi/Urdu** – Proficient

INTERESTS

Volunteering • Language Learning • Technology • Team Leadership • Travel • MS Excel

ADDITIONAL INFORMATION

Nationality: Pakistani | Date of Birth: 9 May 2000 | Marital Status: Single

Iqama/ID: BV9988841