

SYED WAQAS ALI SHAH

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PROFESSIONAL SUMMARY

Driven and result-oriented logistics professional with over 7 years of experience in warehouse operations, inventory control, and team leadership. Proven expertise in managing high-volume e-commerce fulfillment environments while ensuring SLA adherence and operational efficiency. Skilled in supervising cross-functional teams, training new staff, and maintaining quality standards across dispatch and receiving processes. Experienced in using WMS, Oracle V14, and JD Edwards to manage inventory, process shipments, and streamline warehouse workflows. Strong communicator with a proactive approach to handling customer inquiries, complaints, and service feedback through digital platforms. Focused on continuous improvement, safety compliance, and building collaborative teams that consistently exceed performance targets

CORE COMPETENCIES

- Inventory Management
- Team Leadership
- Order Fulfillment
- Stock Reconciliation
- Customer Service
- SLA Compliance
- Workflow Optimization
- Staff Training
- Quality Assurance
- Warehouse Operations
- Logistics Coordination
- Performance Reporting
- Shipping Documentation
- Dispatch Planning
- Process Improvement
- WMS Navigation
- Oracle Expertise
- Problem Solving
- Time Management
- Safety Compliance
- Communication Skills

PROFESSIONAL EXPERIENCES

Associate Team Leader | Al Tayer Logistics – KSA

AUG 2019 – PRESENT

- Spearhead daily operations in the E-commerce Fulfillment Department ensuring accurate picking packing and dispatching of orders while managing order flow and aligning team tasks with SLA commitments.
- Oversee inventory control through regular cycle counts inbound stock put-away and system updates in WMS and Oracle maintaining accurate stock levels and resolving discrepancies efficiently.
- Act as the key point of contact for customer care teams handling complaints via email and SFT while tracking NPS feedback and implementing service quality improvements.
- Ensure a clean, safe and organized warehouse environment by enforcing housekeeping standards, conducting audits and maintaining compliance with brand-specific packing requirements.
- Lead training sessions for new associates promoting best practices in fulfillment stock handling and safety while fostering a collaborative and high-performing team culture.
- Prepare daily operational reports on performance metrics staffing updates and workflow bottlenecks while recommending process improvements to enhance overall efficiency.

Team Leader | Noon – KSA

2018 – 2020

- Supervised daily dispatch operations ensuring accurate picking packing and timely delivery of high-volume e-commerce orders while maintaining alignment with logistics KPIs and customer expectations.
- Managed a team of warehouse associates by assigning duties, monitoring performance and providing coaching to meet productivity targets and maintain workflow consistency during peak periods.
- Coordinated with transportation and delivery teams to ensure smooth handovers shipment tracking and real-time issue resolution minimizing delays and improving delivery success rates.
- Conducted quality checks on outbound orders ensuring compliance with brand standards and led onboarding and training on SOPs, WMS, safety protocols, and company guidelines to improve accuracy and team readiness
- Reported daily performance metrics and incident logs to warehouse supervisors suggested operational enhancements and supported continuous improvement initiatives within the department.

Other Roles | JollyChic – KSA

2016 – 2018

- Inbound Stock Receiver** – Handled incoming stock, checked documentation, and ensured product accuracy.
- Quality Controller** – Ensured product quality and packaging standards were met.
- Trainer (Training & Employee Development Center)** – Conducted onboarding and skill-building sessions for new hires.
- Dispatcher** – Coordinated order dispatch and tracked delivery processes.
- Coordinator (Arabian Centre)** – Oversaw daily operations and communication across departments.

EDUCATION

- Bachelor of Arts** | Hara University, Abbottabad
- Intermediate** | Government Degree College No. 01, Abbottabad
- Secondary School Certificate** | GHS Kuthiala, Abbottabad

TECHNICAL SKILLS

- Software & Systems:** MS Word, Excel, PowerPoint, WMS, Oracle V14, JD Edwards
- Warehouse Tools:** Barcode Scanners, Inventory Management Systems

- **Languages:** English, Urdu, Hindi (Arabic – Manageable)