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Dubai



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EDUCATION

Bachelor of Commerce
(B.COM)

UNIVERSITY OF PUNJAB
2014 - 2016

I.Com: Accounting
B.I.S.E, Faisalabad, Pakistan,
2013

Matriculation: Science
B.I.S.E, Faisalabad, Pakistan,
2011

LANGUAGES

English

Fluent

Urdu

Native

SHAHZAIB MANZOOR

MARKETING AND R&I EXPERT

PROFESSIONAL SUMMARY

Dynamic and results-driven Marketing and Operations Team leader with over 7 years of experience in the field. Proven track record of building and maintaining strong relationships with existing customers while implementing strategies to attract and engage new clientele. Skilled in managing daily operational tasks including orders, inventory, and accounting, ensuring seamless business operations. Strong analytical abilities combined with effective communication skills to drive business growth and deliver exceptional customer experiences. Ready to contribute expertise and leadership to a dynamic team.

WORK HISTORY

2021 - 2023

Key & emms Pvt. Ltd. Assistant Manager R&I

- Spearheaded research and innovation initiatives focused on fabric development, collaborating with cross-functional teams to identify market trends, consumer preferences, and emerging technologies. Ensure accuracy and completeness of Invoices.
- Managed fabric lots and inventory levels using Oracle ERP system, ensuring accurate tracking and timely replenishment to meet production demands. Prepare AP ageing and reconciliation.
- Provided regular status updates on fabric availability, quality, and specifications to relevant stakeholders, facilitating informed decision-making.
- Collaborated with production teams to address fabric-related issues, troubleshoot problems, and implement corrective actions to maintain quality standards.
- Participated in cross-departmental meetings and discussions to provide input on fabric-related matters and contribute to strategic planning initiatives.

CERTIFICATION

- MCSE: Server Administrator (Windows 2012)
- MS Office: Microsoft Office Diploma
- CCNA: Cisco Certified Network Associates,
- IELTS

2016 – 2021

Continental Biscuits Ltd. Marketing and Sale Representative

- **Provided exceptional customer service by effectively selling products and meeting customer needs, demonstrating product features and benefits, and addressing inquiries and concerns.**
- **Planned and organized daily work schedules to maximize efficiency and productivity, prioritizing existing or potential sales outlets and other sales agents for services.**
- **Managed existing accounts by maintaining regular communication with customers, addressing their needs, and identifying opportunities for upselling or cross-selling products.**
- **Received and processed customer orders accurately and efficiently, ensuring prompt delivery and customer satisfaction.**
- **Proactively identified and pursued opportunities to set up new accounts, expanding the company's customer base and market reach.**

SKILLS

- **Sales Techniques**
- **Customer Service**
- **Sales Strategy Development**
- **Relationship Building**
- **Communication Skills**
- **Account Management**
- **Oracle**
- **Negotiation Skills**