

# Shoaib Ahmed Qureshi

VALID QATARI ID

## Details

Doha  
Qatar  
70867034  
[starrahmed1989@gmail.com](mailto:starrahmed1989@gmail.com)

### NATIONALITY

British

### DRIVING LICENCE

Qatar Licence

## Languages

English

## Profile

Logistics and customer service professional with 19 years of experience in retail, warehouse management, and delivery services. Demonstrates strong leadership and analytical thinking, consistently optimising workflows and enhancing customer satisfaction. Seeks to leverage extensive expertise in a dynamic, team-oriented environment to drive innovative solutions and operational excellence. Proven track record of providing exceptional customer service, resolving complex issues and driving customer satisfaction to a high standard.

## Employment History

### Logistics/Driver, Amazon , UK

OCTOBER 2021 – AUGUST 2024

Consistently provided reliable and courteous service, contributing to positive customer experiences and high satisfaction ratings. Maintained meticulous records of vehicle inspections, ensuring compliance with safety regulations and minimising downtime. Optimise routes to reduce delivery times and increase efficiency. Accurately record delivery information for 300+ parcels daily, ensuring seamless tracking and accountability. Collaborate with logistics team to streamline loading processes. Consistently maintained a positive demeanour during deliveries, fostering strong customer relationships and repeat business. Mentored new drivers, providing guidance on best practices and enhancing team productivity. Conducted thorough vehicle inspections, identifying and resolving potential issues to maintain safety and compliance. Achieved weekly delivery targets consistently, earning performance bonuses and enhancing team morale.

### Supervisor , Morrison , UK

JANUARY 2007 – FEBRUARY 2023

Assist customers with inquiries, ensuring excellent service and resolving issues promptly. Adapted to various roles, providing dependable support across departments to ensure seamless operations. Collaborate with team to maintain smooth operations and improve communication skills. Contribute to team success by adapting to various roles and responsibilities. Implemented communication strategies to handle customer inquiries, resulting in improved customer experience and increased repeat business. Developed effective strategies for handling customer inquiries, improving resolution times and boosting customer loyalty. Streamlined checkout processes, reducing wait times and increasing cash handling accuracy during peak hours. Accurately handled loading, unloading, and organising warehouse inventory, ensuring efficient stock control and availability. Trained new staff in customer service protocols, enhancing team performance and cohesion.

### Baggage Handler , Jet2 Airlines , Manchester Airport, UK

JUNE 2017 – FEBRUARY 2018

Transported luggage and freight efficiently, ensuring timely aircraft loading and unloading. Recovered and organised lost baggage, facilitating swift customer reunions. Verified and sorted luggage against flight lists, guaranteeing correct aircraft placement. Assisted passengers with baggage claims, enhancing their travel experience. Coordinated with flight crews to ensure accurate and timely baggage loading, improving flight punctuality. Promoted a culture of excellence and teamwork, leading to improved morale and higher customer satisfaction rates. Mentored

team members on best practices in baggage handling, fostering a supportive work environment and enhancing team skills. Provided exceptional support to passengers with special needs, ensuring their baggage requirements were met promptly and efficiently.

### **Warehouse Logistics , Shop Direct , UK**

SEPTEMBER 2014 – JANUARY 2015

Developed skills in data capturing and document management, ensuring accurate records. Offloaded trailers and re-boxed goods, ensuring timely and accurate inventory management. Consistently met monthly targets, contributing to team development and operational efficiency. Ensured all re-boxed goods met company standards, maintaining a consistent quality control record. Collaborated with the team to offload trailers, enhancing overall productivity and accuracy. Contributed to team success by ensuring re-boxed goods met quality standards, aiding in consistent quality control.

## **Education**

### **Higher Education in Advertising Design, University of Salford, Salford, Salford, Greater Manchester**

SEPTEMBER 2009 – JULY 2012

Graduated with Certificate

### **N D Graphics Design Intermediate, Hopwood Hall College, Rochdale, Rochdale, Greater Manchester**

SEPTEMBER 2005 – JULY 2025

Grade - Merit

### **GCSEs, Falinge Park High School, Rochdale, Rochdale, Greater Manchester**

SEPTEMBER 2000 – JULY 2005

Grades A - C

## **References**

### **Saad Wahid - Manager from Amazon**

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### **HR from Morrison**

hourlyresourcing@morrisonspc.co.uk | +441706646484

### **Max Hinsley - HR Administrator from Jet2 Airlines**

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