



Zeeshan Asif Bhatti

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Personal	Date of Birth: 15-01-1980 Marital Status: Married. Language Capability: English, Urdu, Arabic.
Strengths 	Experience on Oracle JD Edwards. (WMS, CAM) Experience on DSI 'DCLink' mobility systems. System support for US Defense Distribution Center. Microsoft SharePoint 2003. Experience on Exceed WMS. Transport Management. Excellent customer service skills. 15 years of diverse work experience.
Work Experience <u>Jul 2011 - Date</u> 	<u>Ali Abdulwahab Al Mutawa Commercial Co. K.S.C.C Kuwait.</u> Business Systems Analyst (Strategic Network Optimization): Working with SNO Project Management team as Business Systems Analyst, liaising with IT team in the Implementation of Oracle JD Edwards 9.2 WMS and DSI DCLink 7.5 for implementing mobility solutions. Below are the tasks that have been carried out during implementation. <ul style="list-style-type: none">• Work cross functionally between business, technology and support teams and collaborating for SNO project.• AS- IS Process analysis of FMCG, Pharmaceutical, Appliance, Furniture, sports and Fashion departments.• Develop WMS process cycle and system models on test environment to clearly communicate project requirements to SNO and IT team.• Through testing on JD Edwards 8.12 test environment, prepared inbound / outbound functional specification document for ICT for the development of the process.• Testing operational scenarios and respond to functional and technical issues to management and initiate actions with technical support teams as needed.• Interact with business and technology departments in order to make necessary changes to the system, develop process and documentation, testing and training material.• Location mapping for selective, drive-in, multi-tier and shelve racking.• Data gathering, Items validation and location attributes.• Prepared locations layout for racks and shelves.



July 2003 –Jun 2011



Nov 2005 – Jul 2011.

Trainings

- Developed and documented business process for automated data collection application 'DCLink'.
- Test 'DCLink' Scripts and prepare scenarios of Inbound and outbound operation.
- Provide training to end users on DCLink inbound and outbound operation model.
- Supervised DCLink Go- Live activity in consumer goods and pharmaceutical departments.
- Managed Receiving and transfers operation of JYSK (Danish) furniture brand using handheld scanning.
- Trained JYSK staff on the receiving, putaway, space utilization and transfers process with inventory accuracy.
- Prepare documentation and activity reports and propose process improvement plans for all departments.
- Vehicle tracking system administration and report generation.

Agility – Defense & Government Services, Kuwait.

Sr. WMS Administrator:

Worked in Agility Logistics, **Defense & Government Services**, Kuwait, as Sr. WMS Administrator.


- Worked on Exceed systems, Eagle eye Application and Boomi IP Manager and SQL Server reporting services.
- Responsible for data transmission between Exceed system and US Government Systems.
- To rectify the errors occurred during order processing, picking and receiving.
- To monitor the DLA metrics in compliance with Information Security Policy.
- Location creation in system and barcode label printing.
- System Administration including User IDs and user access levels.
- Report any unsettled WMS issues to IT Manager.
- To prepare procedural documents and maintain records.
- Provided training to end user as well as to new recruits.
- WMS Asset Management and to maintain Inventory Accuracy.
- Document Management using Microsoft Sharepoint Portal 2003.

✓ **Attended the training on Quality Management System ISO 9001:2000**

✓ **Attended the training on Oracle JD Edwards Inventory Management System 8.12**

Administration: Training & Development

- Conducted training sessions for employees, prepare manuals and upload content on the university share point portal.
- Coordinated for the implementation of E- Learning and administered E-learning users.

<p>Sep2003 – Oct2005.</p>	<p>Services for Prime Vendor.</p> <ul style="list-style-type: none"> • Taken care of IT requirements for the Prime Vendor department. • Coordinated with IT operations team to fulfill prime vendor requirements. <p><i>Distinction: was appreciated by the Prime Vendor management upon the completion and successful support.</i></p>
<p><u>July 2002-May 2003.</u></p> 	<p><u>Nestlé Pakistan Ltd.</u></p> <p><u>System Support</u></p> <ul style="list-style-type: none"> • Provided system support and coordination on the procurement of IT accessories. • Taking Backups of IBM AS400 systems. • Maintained systems inventory using Excel and <i>Trackit</i> software. • Handled support calls and made necessary arrangements to rectify IT issues.
<p><u>Jan 2002-Jun 2002.</u></p>	<p><u>Supernet Ltd, Pakistan.</u></p> <p><u>Customer Services</u></p> <p>Internet service provider, where I have been working as customer services officer.</p> <ul style="list-style-type: none"> • Handled customer inquiries, complaints, Accounts status, billing of fax and internet lines. • Established productive relationship to resolve complex issues and won customer loyalty. • Provided swift resolution to customer complaints. • Handled difficult situations with a positive attitude and maintained customer satisfaction. • Demonstrated outstanding problem solving and active listening skills.
<p>Extra Activities</p>	<ul style="list-style-type: none"> • Co - Editor- of Agility Newsletter. • Member of Innovative team at Agility.
<p>Qualification</p> <p>1999 – 2001.</p>	<p>Bachelors of Computer Science.</p> <p>Punjab Institute of Computer Science, Pakistan.</p>