

NASHIRUDDIN AHMED

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PROFESSIONAL PROFILE

Results-driven Technical Operations Professional with 3+ years of experience across Supply Chain Management, Data Analytics, and Enterprise IT Support. Demonstrated expertise in implementing Distributor Management Systems (DMS) for FMCG industry leaders including Amul and Haldiram, with a proven record of reducing operational inefficiencies and improving system performance. Currently based in Dubai and actively contributing to AI-driven process automation and full-stack development initiatives targeting the MENA market.

CORE COMPETENCIES

Supply Chain & Operations DMS Implementation & Rollout Logistics & Inventory Optimisation Distribution Network Systems SFA Application Enhancement	Data Analytics & BI SQL Server (SSMS) CRM (Salesforce) Data Reporting & Analysis Tally / Busy Integration	Technical Support & IT L1/L2 Helpdesk Operations Ticket Lifecycle Management System Synchronisation Fresh Service Platform
Web Development Full-Stack (Astro, Tailwind CSS) GSAP, WordPress, Netlify	Soft Skills Leadership & Team Management Strategic Planning & Collaboration	Languages English — Fluent Hindi & Bengali — Native

PROFESSIONAL EXPERIENCE

Customer Service Associate — Technical Support Jan 2025 – Oct 2025
BOTREE Software International Pvt Ltd Chennai, India (Remote)

- Delivered L1/L2 technical support for the **Amul DMS project**, resolving critical distributor bottlenecks in purchase orders, billing workflows, and real-time system synchronisation across a nationwide distributor network.
- Enhanced the Amul SFA mobile application, contributing to a **20% uplift** in sales order processing speed and last-mile delivery efficiency.
- Conducted advanced database diagnostics using **SQL Server (SSMS)**, reducing average ticket resolution time by **15%** and minimising system downtime.
- Consistently maintained a **95% CSAT (Customer Satisfaction)** score, reflecting high-quality troubleshooting, clear communication, and professional escalation management.

Supply Chain Management Executive Feb 2022 – Aug 2023
Eazy Business Solution Gurugram, India

- Led the end-to-end integration of **Tally and Busy accounting platforms** with DMS portals for high-profile FMCG clients MDH and Haldiram Nagpur, increasing data accuracy by **25%** and reducing reconciliation errors.
- Optimised inventory management workflows for **Campus Activewear**, achieving a **20% reduction** in stock discrepancies and improving supply chain visibility.
- Managed full-cycle, high-stakes system deployments for **RREL, MDH, and Haldiram**, delivering all projects with a **98% client satisfaction rate** and zero critical post-launch failures.
- Coordinated cross-functional teams during live deployments, ensuring seamless go-live transitions with minimal business disruption across multi-city distribution networks.
- Recognition:** Awarded “Top 3 Employee of the Month” for outstanding technical performance and exceptional client engagement.

EDUCATION

Bachelor of Computer Applications (BCA) 2018 – 2021
Brainware University Barasat, West Bengal, India

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- SQL Server** — Database Management & Query Optimisation (Self-directed, applied in production)
- Full-Stack Web Development** — Astro, Tailwind CSS, GSAP (Ongoing, personal projects)
- Actively upskilling in **AI-driven automation** and **cloud-based ERP integrations** for MENA enterprise environments

KEY ACHIEVEMENTS AT A GLANCE

20% Efficiency Gain SFA order processing	25% Data Accuracy DMS integration	95% CSAT Score Technical support	98% Client Satisfaction System deployments
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