

Muhammad Shayyan Aziz

Rawalpindi, Pakistan

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PROFESSIONAL SUMMARY

Results-driven **E-Commerce Specialist** with over three years of experience in managing online marketplaces, specifically **Walmart**. Expertise in **product research, sourcing, listing, order fulfillment, inventory management, and customer service**. Strong analytical and problem-solving skills with proficiency in e-commerce tools like **Helium 10, Keepa, and AMZ Scout**. Committed to optimizing sales performance and enhancing customer satisfaction.

WORK EXPERIENCE

E-Commerce Expert

Shopin | Islamabad, Pakistan | 2021 – Present

- Manage end-to-end **Walmart account operations**, including product sourcing, listing, and optimization.
- Maintain customer records and prepare detailed reports using **Google Sheets**.
- Assist customers with inquiries, refunds, and order processing to ensure high satisfaction.
- Oversee **inventory management, shipment tracking, and order fulfillment**.
- Work collaboratively within a team to drive sales growth and operational efficiency.

Account Assistant

The Leaders and Cambridge School | Rawalpindi, Pakistan | 2016 – 2019

- Managed school accounts, processed employee expenses, and ensured accurate financial documentation.
- Handled **monthly and annual financial reports** while maintaining precise financial records.
- Assisted in auditing, budgeting, and payroll management.

IT Assistant (Internship)

7Channel | Islamabad, Pakistan | 2017

- Provided technical support and troubleshooting for IT-related issues.
- Assisted in data entry, system management, and basic network maintenance.

EDUCATION

Bachelor of Business Administration (BBA) 2025

Allama Iqbal Open University, Islamabad, Pakistan (Continue)

Specialized in HR

Intermediate (F.A in Arts)

Economics and Arts

Matriculation (Computer Science)

Aamirr Public School System, Pakistan (2013)

Computer Science

SKILLS & CERTIFICATIONS

- ✓ **E-Commerce & Online Marketplace Management** (Walmart, Amazon)
- ✓ **Product Sourcing & Listing** (Alibaba, Made-in-China, AliExpress)
- ✓ **Inventory & Order Management** (Shipment Tracking, Order Fulfillment)
- ✓ **Customer Support & Problem-Solving**
- ✓ **Data Analysis & Reporting** (Google Sheets, MS Excel)
- ✓ **E-Commerce Tools:** Helium 10, Keepa, AMZ Scout
- ✓ **Technical Skills:** Microsoft Office, Internet Research, Typing (English)
- ✓ **Soft Skills:** Teamwork, Leadership, Organization, Attention to Detail
- ✓ **Languages:** English, Urdu

Certifications:

📄 **6-Month Diploma in English Language** – International Islamic University Islamabad (IIUI)

REFERENCES

Will be furnished on Demand.