

Programme:	Cert HE Business Skills for the Workplace
Module Title:	Employability and Career Development
Module Code:	LCLM4005
Assignment Title:	CV Cover Component 1
Student Name:	Zaire Arif
Student Number:	2432765
Lecturer's Name:	DR Essa Bah

ZAIRE ARIF

Operation manager | Marketplace | Specialist

PROFILE

I am highly organised and adaptable professional with 20+ years marketplace and e-commerce, logistics, and customer service experience. Skilled in management operations, product sourcing, technical repairs, and managing fast-paced workloads.

CONTACT Mobile: 07787786786 Email: mtechhive@gmail.com

SKILLS

- E-commerce
- Computer skills
- Retail sales
- eBay/Amazon
- Team Leadership
- Problem solving
- Digital and Marketing Skills
- Social Media
- Adobe Photoshop
- Inventory Control

LANGUAGES

- English
- Urdu

STRENGTHS

- Built multiple businesses
- A Strong work attitude
- Staff Supervision
- Extremely Flexible
- Strong problem-solving skills

ACHIEVEMENTS

- Built multiple Businesses eBay & Amazon with repeat customers
- Managed international sourcing, supplier relationships, and logistics
- Delivered 100% reliable urgent hospital/medical deliveries
- Supervised staff in retail and logistics environments

EMPLOYMENT HISTORY

Courier Driver – Z Logistic Ltd May 2018 – May 2025

Delivered vehicle parts, completed multidrop routes, and handled airport pickups for Crown SDS, Parcelforce, Evri, and major automotive clients. Ensured safe loading, timely deliveries, and high-pressure deadline management.

Courier Driver – City Sprint June 2018 – Dec 2019

Completed urgent and medical deliveries to hospitals, clinics, and pharmacies, following strict handling, confidentiality, and medical compliance procedures.

E-commerce Sales – MTech Trading Ltd June 1998 – May 2018

Managed all aspects of online sales on Amazon, eBay for electronics and mobile phone parts. Oversaw listings, pricing, marketing, customer service, and fulfilment. Led China sourcing trips, supplier negotiation, quality control, and import logistics. Delivered 20+ years of Apple/Samsung repairs.

EDUCATION

May - 2025 present

Level 4 Certificate in Higher Education: Business Skills for the Workplace

Modules: Academic Skills, Digital Skills, Effective Teamwork Communication, Problem Solving & Decision Making, Employability, Enterprise & Entrepreneurship.

Waverley Grammar School – Birmingham

January – 1990

GCSEs: English, Maths,

HOBBIES

Fitness, swimming

REFERENCES

Available upon request

DBS

Available upon request

Cover Letter

Zaire Arif

07787786786

mtechhive@gmail.com

Date: 14/02/2026

Kidderminster Hardware Limited
4 Lowndes Road,
Stourbridge DY8 3SS

Dear Hiring Manager,

I wish to apply for the role of E-commerce and Marketplace Operations Executive currently being advertised on indeed. Please find my CV and cover letter attached for your consideration.

As you can see from my CV attached, I have over 20 years of experience in e-commerce and online marketplaces industry, and I believe my journey as a businessman who has worked in e-commerce online marketplaces like eBay and Amazon makes me the right candidate for the role.

In my previous work I was running eBay and Amazon operations for Mtech Trading Limited, I was responsible for overseeing online product listings, setting prices, controlling inventory levels, processing customer orders and responded to client messages while maintaining a high service standard. During this time, I learned the ability to perform well in fast-paced, high-pressure environments, ensuring reliability, professionalism and accuracy.

I have a strong background in both commerce and technology, and logistics. I have successfully managed eBay, Amazon, and wholesale channels, I have run profitable online businesses for over 20 years, international product sourcing, factories visits to China with clients, supplier negotiation, and organising air and sea freight shipments are all examples of my experience. This has given me a solid understanding of quality control, supplier management, and import procedures. I am currently completing my Level 4 Certificate in Higher - Education Business Skills for the Workplace, further developing my digital skills, teamwork, and professional decision-making.

I can be an ideal asset to your company offering useful information, knowledge and skills with practical experience.

Thank you for your time and consideration. I look forward to hearing from you.

Yours sincerely,

Zaire Arif

Job Advertised:

E-commerce & Marketplace Operations Executive- job post

Employer: Kidderminster Hardware Limited 4 Lowndes Road, Stourbridge DY8 3SS

Salary

£24,420 - £26,500 a year - Full-time

Skills

- SEO
- Microsoft Word
- Computer skills

Job details**Pay**

£24,420 - £26,500 a year

Job type- Full-time

Location

4 Lowndes Road, Stourbridge DY8 3SS

Benefits

- Free parking
- Casual dress
-

Full job description

Job Title: E-commerce & Marketplace Operations Executive

Job Overview:

We are a growing UK-based business seeking a reliable and detail-oriented E-commerce & Marketplace Operations Executive to manage our online sales channels, including eBay and Amazon, as well as develop our company's e-commerce website.

This is a varied role combining online operations, reporting and hands-on support across the business. During busy and short-staffed periods, the role will also involve assisting in the warehouse.

This role is suitable for graduates or entry-level candidates looking to build a career in e-commerce, as training and support will be provided.

Key Responsibilities

Online Marketplaces (Amazon, eBay, etc.)

- Creating and managing product listings
- Updating prices, stock levels and descriptions
- Processing and monitoring customer orders
- Handling basic customer queries via marketplaces
- Monitoring account health and performance metrics

E-commerce Website

- Managing products and content on the website
- Supporting website updates and basic development tasks
- Coordinating with external developers when required
- Ensuring accurate stock and order flow

Reporting & Administration

- Preparing sales and order reports
- Tracking stock movement and performance
- Supporting day-to-day operational tasks

Warehouse Support (as required)

- Assisting with order picking, packing and dispatch during busy periods
- Coordinating stock between warehouse and online channels

Skills & Experience Required

- Interest in e-commerce and online marketplaces
- Basic computer skills and willingness to learn
- Good attention to detail and organisation
- Comfortable working with spreadsheets (Excel/Google Sheets), MS Word
- Willingness to support warehouse operations during busy periods

Entry-level candidates and graduates are encouraged to apply.

Training will be provided and previous experience is not essential.

Desirable (Not Essential)

- Experience with Shopify and similar platforms
- Previous experience in a small or growing business
- Basic understanding of SEO or product optimisation

What We Offer

- Stable role in a growing company
- Varied responsibilities (no two days the same)
- Friendly, supportive working environment
- Opportunity to grow with the business

Job Type: Full-time

Pay: £24,420.00-£26,500.00 per year

Benefits:

- Casual dress
- Free parking

Work Location: In person

Job Advertised:

https://uk.indeed.com/viewjob?jk=74bb428b8f48b632&from=shareddesktop_copy