

M WAHEED IQBAL

Dubai, United Arab Emirates

Email: iqbal_khan885@yahoo.com

Contact: +971501417111

CAREER OBJECTIVE

Seeking a challenging position in a dynamic and growth-oriented organization to increase productivity by efficient management. An aspiring, diversified and imaginative person looking to broaden my horizons by gaining exposure in the field of Logistics and Supply chain (Courier services, Fleet management, E- Commerce Operations and Warehouse management). I believe to offer creativity, strong public relation skills, and ability to handle challenges in unstructured situations. I will be able to contribute in organization growth along with self-development.

PROFILE

Hardworking adaptable and self-motivated individual offering great potential for professional growth while being resourceful, innovative and flexible.

CORE COMPETENCIES

- Courier management
- Warehouse management
- Domestic and international freight
- Customer Services
- Logistics operations
- Import/export specialist
- Problem solving
- Inventory control
- Fleet management
- E-commerce

PROFESSIONAL EXPERIENCE

General Manager (Current Company)

ODC Courier & Logistics LLC

- Directed daily delivery operations, staffing and resources to accomplish delivery schedule within assigned delivery area
- Identified ways of cost saving for the company for overall operations Managed courier and delivery teams for within city and long haul
- Built consignee and shipper relationships for favorable results
- Trained and supervised dispatching and receiving team
- Restructured warehouse operations resulting in timely and valuable operations
- Managed and supervised all reports including inventory reports, shipments reports and status, operations report, equipment and expense reports
- Monitored tools and process efficiency

Operations Manager

Main land Express (AMAZON) Aug 2017 to March 2019

- Directed daily delivery operations, staffing and resources to accomplish delivery schedule within assigned delivery area
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- Trained and supervised dispatching and receiving team
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- Monitored tools and process efficiency
- Hired and trained associates

Operations Manager

Parzel Express & Logistics LLC Jan 2013 to May 2017

- Managed and lead domestic and international operations
- Provided fulfillment services to Souq.com and other e-com startups
- Lead E-commerce sector with identifying opportunities for expansion and increasing the revenue
- Developed and managed overall B2B and B2C business flow and relations
- Managed courier and delivery teams for within city and long haul
- Handled all global imports and supervising the documentation
- Built consignee and shipper relationships for favorable results
- Allocated effective resources and efficient utilization for operations
- Followed up with partnered courier companies to deliver valuable results at both ends'
- Managed new product launches and new sites development
- A key member and decision maker in terms of business development
- Trained warehouse staff for sorting and managed warehouse to increase productivity
- Managed and leaded all inbound, outbound and support departments
- Trained and supervised dispatching and receiving team
- Introduced cost saving and more reliable packaging tools and systems
- Managed and supervised all reports including inventory reports, shipments reports and status, operations report, equipment and expense reports
- Identified ways of cost saving for the company for overall operations
- Improvised and developed operational strategies and functions overall
- Meet new clients as per business needs and developing business for the company
- Restructured warehouse operations resulting in timely and valuable operations

Teams Directly Reported:

- Courier teams counting to 80 including vans and bikes
- Operations supervisor & Ops Team counting to 10, both day and night shifts
- Team of customer services counting to 10 members
- Warehouse supervisors and staff
- Equipment operators and delivery staff

Project In charge (Passport Project Manager)

TCS Express Worldwide as Passport Project (Pakistan Consulate) Jan 2011 to Jan 2013

- Managed project of Passport control as Project Manager
- Managed team of associates for executing the passport submission and delivery
- Assured confidentiality and timely operations related to passports
- Monitored tools and process efficiency
- Hired and trained associates
- Coordinated and defined delivery and receiving of passports from and to various destinations
- Assured timely updates and training of associates on tools and ERP's
- Built, trained and managed team to run operations smoothly

Operations Supervisor

FedEx Express Aug 2008 to Dec 2010

- Directed daily delivery operations, staffing and resources to accomplish delivery schedule within assigned delivery area
- Controlled administrative processes so they are performed in an accurate and timely manner
- Developed individual associates skills, standards and morale through training and coaching
- Directed, supported and delegated tasks as appropriate to an individual associates skill level
- Coached and managed associates to high performance standards and recognize individual and team success
- Responsible for all aspects of the day-to-day operation of package pickup and delivery routes in an area
- Built and maintained strong, positive working relationships with internal and external stake holders of the company
- Lead, guided, mentored, and managed a team of Delivery Professionals in a manner that drives service performance and metrics to a level exceeding towards company's goal
- Developed routes and KPIs(Key Performance Indicators) for the delivery team
- Managed B2B and B2C relations and building favorable results
- Validated method of payment with the client
- Coordinated logistics/operations in accordance with business needs
- Understanding business needs and formulating into favorable results

Operations Supervisor

Elite Express Worldwide March 2005 to Feb 2008

- Oversee day-to-day office management tasks, ensuring that all safety regulations complied
- Ensured service levels to achieve customer satisfaction
- Managed team of people and assured fulfillment of training needs, performance management and provision of feedback
- Prepared, revised and submitted reports, budgets and other documentation as required
- Implemented and controlled quality management and other regulatory compliance strategies in line with company policy

- Assured safety measures are taken during operations
- Responsible for all aspects of the day-to-day operation of package pickup and delivery routes in an area
- Assured timely packaging activities maintain the quality and as per the standards

Operations Executive

First Flight Courier Company Jan 2004 to Feb 2005

- Ensured service delivery according to client's standards, clients' specifications
- Directly reported to Manager operations and closed daily reporting
- Analyzed client requests and proposed appropriate solutions
- Ensured that operations requested by the clients comply with transportation standards
- Coordinated client's credit analysis with the Accounting Department
- Conducted necessary research with carriers (all modes) in order to respond adequately to client requests and, if necessary, seeks assistance from team leader
- Prepared proposals for clients based on all their specifications, validates terms and obtained necessary approvals
- Followed procedures established by the department

EDUCATION

- (Intermediate) DAE: Diploma of Associate Engineering in Electronics Technology. (Fsc)
- Matriculation (Science)
- Spoken English Course (Basic + Advance)
- Two Years Certificate of Computer Software

COMPUTER SKILLS

- Proficient in windows operating systems, MS Office Word, Excel, Access, Microsoft Office, Window + & Suffering Internet
- Typing Speed/Minute is 70 to 80 words
- Easily accessible to all ERPs and software

PERSONAL PROFILE

Nationality	:	Pakistani
Gender	:	Male
Marital status	:	Married
Visa Status	:	Employment
Language Known	:	English, Urdu
Driving license	:	Yes (Valid)