

MUHAMMAD UMER IQBAL

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STAKEHOLDER MANAGEMENT | BUDGETING & PLANNING | SUPPLY CHAIN OPERATIONS



Highly accomplished and results-oriented Manager with over 10 years of experience delivering quantifiable success in supply chain and logistics operations.

Consistently achieved KPIs, with a proven record of optimizing processes to enhance customer satisfaction and operational efficiency. Successfully managed multimillion-dollar budgets, reduced costs by 18%, and maintained >98% OTIF service levels through strategic execution and innovation.

Expertise in leveraging technology, cross-functional collaboration, & leading teams to exceed commercial objectives.

CORE SKILLS

| | |
|--|------------------------------------|
| Stakeholder Engagement | Strategic Budgeting & Planning |
| Supply Chain Operations | Order Fulfillment and Execution |
| Inventory & Demand Planning | Contract Negotiations & Management |
| Vendor Development & Management | Customer Relationship Management |
| Import/ Export Operations (Dubai Trade/ JAFZA) | ERP/ SAP S4 Hana (SAP MM & SD) |

EDUCATION

| Degree/ Program | University/ Institution | From/ To |
|---|-----------------------------------|-------------|
| Masters Business Administration | University of Gloucestershire, UK | 2024 – 2025 |
| Extended Diploma in International Business and Strategy | Scottish Qualifications Authority | 2024 – 2024 |
| Masters Business Administration | University of Karachi, Pakistan | 2004 – 2006 |
| Bachelors Computer Science | University of Karachi, Pakistan | 1999 – 2003 |

ACHIEVEMENTS

- Revolutionized contract management strategies, achieving an 18% reduction in projected inflation, saving £525K.
- Led a \$75M business's operational execution, reducing inventory by £3.3 M and exceeding supply metrics.
- Maintained >98% OTIF service levels, streamlining order execution to meet commercial objectives.

PROFESSIONAL EXPERIENCE

➡ GO4GREEN LOGISTICS FZE

Manager, Logistics & Warehouse Operations **July 2023 – Till Date**

- Oversaw 3PL logistics and warehouse services, achieving a 15% improvement in operational efficiency.
- Streamlined cargo movements through expertise in Dubai Trade and JAFZA practices, reducing clearance times by 20%.
- Enhanced service standards by optimizing supply chain processes and achieving 100% compliance with regulatory standards.

➡ SHAN FOODS PRIVATE LIMITED

Demand Planning Manager, International Business – \$75m **September 2021 – June 2023**

- Harmonized sales forecasting and operational execution across 65 countries, 35+ distributors, and over 2,000 SKUs, resulting in a 12% reduction in forecast error.
- Improved OTIF metrics to >97% through enhanced supply chain execution (S&OE).
- Reduced inventory carrying costs by 8% while maintaining product availability.

➤ GLAXOSMITHKLINE CONSUMER HEALTHCARE

Contract Manufacturing Lead, Member Site Leadership Team – £21m August 2019 - June 2021

- Led raw material sourcing strategies, contributing 55% to CHC's sales revenue.
- Managed a £21M spend, and achieved a 10% reduction in procurement costs through supplier development and lead time optimization.
- Delivered £500K in cost savings during the COVID-19 pandemic through strategic planning and effective contractual negotiations with suppliers.

Planning & Logistics Manager, EMEA External Supply – £27m November 2017- July 2019

- Managed a £27M spend, achieving a 20% improvement in working capital efficiency.
- Enhanced CTP (>95%) and OTIF (>98%) metrics through data-driven planning strategies.

Demand Planning Analyst, GULF, IRAN & NEAR EAST May 2014 - October 2017

- Delivered demand forecasts with 95% accuracy, optimizing inventory and distribution strategies.
- Boosted supply performance, achieving a 10% improvement in stock availability.

➤ UNILEVER GULF FZE

Customer Service Excellence Coordinator, GULF Region September 2011 - April 2014

- Achieved a 40 BPS improvement in CCFOT and a 260 BPS growth in OSA in Q2 2013.
- Enhanced service levels for key UAE modern trade clients, realizing a 400 BPS increase.
- Strengthened the NAMCA Cluster's CSE Program, contributing to a 15% boost in client satisfaction scores.

➤ LONESTAR TECHNICAL SERVICES, MIDDLE EAST

Business Analyst May 2008 - August 2011

- Led process optimization initiatives, increasing operational efficiency by 7%.
- Successfully implemented CRM and BI-powered dashboards, improving decision-making and reporting accuracy.

SOFTWARE

Ms. Excel (Intermediate), Word & Power Point, Power BI

SAP S/4HANA, Oracle, SAP APO, TMS, and Fiori Apps

LANGUAGES

Urdu & English (Professional proficiency)

HOBBIES AND INTERESTS

Enthusiast of John Grisham novels and avid traveler, exploring the world with family.

REFERENCES On request.