



# SHAMROZ RAWAL

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Dubai, United Arab Emirates

## PROFESSIONAL SUMMARY

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A highly resourceful and dedicated professional with 1 year of experience in Logistics, Operations Management and possesses the ability to work under pressure and meet task deadlines. Demonstrated history of effectively overseeing complete logistics operations, encompassing procurement through distribution, with strict adherence to regulations and a steadfast commitment to Customer satisfaction. Proven leadership skills evidenced by adept team management and collaboration across diverse departments, coupled with strong analytical prowess and problem-solving abilities.

## WORK EXPERIENCE

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### Compliance and Operations Supervisor

**Syed Asmar Delivery Services L.L.C Dubai, UAE**

**Sep-2024 - Present**

Being a Supervisor - Optimizing operational effectiveness, guaranteeing legal compliance, and upholding organizational integrity depends on this position.

- Confirm that the delivery service of 800+ riders complies with all applicable laws, rules, and industry standards, such as data protection, safety, and transportation.
- Monitor day-to-day activities to ensure they are effective, efficient, and compliant with regulations. Uphold compliance policies and processes to direct the company in fulfilling legal obligations. Hold training sessions to ensure everyone comprehends compliance standards.
- Determine opportunities for improvement, routinely monitor operations, and carry out audits to evaluate adherence to external regulations and internal policies.
- Make sure the company runs within acceptable risk limits by identifying possible compliance issues and creating plans to reduce them.
- Provide excellent service levels to the fleet and resolve their queries effectively.
- Maintain rider's data, their activity report that is accurate, well-organized, and up to date.
- Manage riders' day-to-day operations, prepare performance reports, and handle hiring and termination of riders.
- Examining occurrences or compliance violations, identifying the underlying reasons, and putting corrective measures in place to stop them from happening again.
- Ensuring a unified approach to compliance throughout the company by collaborating closely with other departments, including operations, legal, and human resources.
- Responsible for the On-boarding and Off-Boarding process.

- Proactively identified and implemented best practices to improve performance across the fleet.

## **Operations Coordinator**

**Syed Asmar Delivery Services L.L.C Dubai, UAE**

**Feb 2024 – Sep 2024**

Being a Coordinator - Optimizing operational effectiveness, performing On-Boarding, Off-Boarding and Queries about the operations tasks.

- Managed daily **delivery operations**, ensuring on-time and efficient service.
- Coordinated with **drivers, customers, and management** to streamline logistics.
- Monitored **fleet performance** using GPS tracking and scheduling software.
- Resolved **customer inquiries and delivery-related issues**, improving satisfaction.
- Assisted in **driver recruitment, training, and monitoring**.
- Maintained detailed records of deliveries, driver performance, and fleet operations.
- Implemented **process improvements**, reducing delivery delays by 30%.

## **Cashier**

**Khushhali microfinance bank limited Rajan Pur, Punjab Pakistan**

**Oct 2022 – Nov 2023**

Being a Cashier- responsible for the day-to-day management Cash Flow and daily Transaction Reports.

- Handling Transactions.
- Skillfully processes various financial transactions, including customer deposits, withdrawals, and checks.
- Ensuring each transaction is conducted precisely and accurately for customer satisfaction.
- ATM Machine Replenishment.
- strong numeracy abilities
- requesting price checks

## **Customer service representative**

**Khushhali microfinance bank limited Rajan Pur, Punjab Pakistan**

**Nov 2021- OCT 2022**

Being a customer services representative- dealing with in coming customers, accounts opening & closing.

- To be thorough and pay attention to detail.
- Accounts Opening & closing.
- ATM & Cheque Books Applying and Shredding.
- The ability to work well with others.
- Patience and the ability to remain calm in stressful situations Administration skills.
- Sensitivity and understanding.
- Excellent verbal communication skills.
- RTGS

- Inward and outward cheques clearing.

## EDUCATION

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### **Bachelor of Social Sciences (ECONOMICS)**

PMAS Arid Agriculture University Rawalpindi, Punjab Pakistan

OCT 2017 – Oct 2021

### **Intermediate (Pre-Engineering)**

Garrison Public School & College Main Branch DG Khan

July 2013 – July 2015

### **Matriculation**

Ibn-E-Khuldoon High School fazil pur Punjab Pakistan

Aug 2011 – Aug 2013

## SKILLS

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Analytical Thinking & Innovation, Active Learning & Learning Strategies, Complex Problem Solving, Critical Thinking & Analysis, Communication Skills, Supply Chain Management, Process Improvements, Customer Service Skills, Commercial Awareness, Negotiation Skills, Team Management, Third-Party Vendor Management, Customer Relationship Management (CRM).

## PERSONAL DETAILS

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Language

English, Urdu & Hindi

Nationality

Pakistani

Marital Status

Married

## REFERENCES

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Will be furnished on demand.