Mohsin Naseer Akhtar

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PROFESSIONAL SUMMARY

Accomplished and results-oriented operations professional with over 16 years of expertise in warehouse management, logistics, and supply chain optimization. Renowned for driving operational efficiency, cost reduction, and process streamlining across diverse industries. Proven track record in leading and developing high-performing teams, implementing industry best practices, and leveraging data-driven insights to optimize operations. Highly skilled in managing complex logistics and distribution networks, ensuring on-time deliveries, and maintaining strict safety and compliance standards. Dedicated to building strong, collaborative relationships with internal and external stakeholders to deliver exceptional service and elevate organizational performance

CORE COMPETENCIES

Warehouse Management | Logistics Management | People Management | Supply Chain Optimization | Time Management | Inventory Management | Cross-Functional Team | Demand Planning | Operations Management | Fleet Management | Regulatory Compliance | Data Analysis | 5 S Methodology | Sales Force | SAP ERP | MS Dynamics AX/365 | Power BI

PROFESSIONAL EXPERIENCE

Logistics & Supply Chain Manager   Nov 2023 – Present
MAK Technology Trading LLC., Dubai, UAE | Info Tech

- Established strategic partnerships, reducing delivery lead times by 15% and improving supplier satisfaction ratings by 20%.
- Led a team of 4 professionals, boosting team productivity by 25% through targeted mentorship and comprehensive training programs.
- Led the development and implementation of an ERP system to streamline operations, improve data accuracy, and enhance organizational efficiency
- Developed and implemented a sales funnel framework to drive lead generation, improve customer engagement, and optimize conversion processes
- Developed a comprehensive sales funnel metrics system to track performance, identify bottlenecks, and optimize conversion rates
- Conducted quarterly supplier evaluations, enhancing contract adherence by 20% and minimizing supply chain disruptions.
- Spearheaded process improvements, increasing order processing efficiency by 30% and saving $200K annually.
- Analyzed key performance metrics and supply chain data, identifying optimization opportunities that led to cost reductions and streamlined operations.
- Implemented a centralized sales funnel, enhancing sales channel visibility and driving a 15% improvement in overall performance.
- Fostered a culture of innovation and collaboration, driving continuous improvement initiatives within the supply chain.
- Developed and managed KPI dashboards, achieving a 25% improvement in compliance tracking and alignment with business objectives.
- Motivated and guided a team of supply chain professionals, delivering targeted support and training that enhanced team cohesion and effectiveness.
- Promoted a culture of collaboration, accountability, and continuous learning, strengthening cross-functional alignment and operational efficiency.

Warehouse Manager   Feb 2023 – Mar 2024
Borjan Pvt Ltd., Lahore, Pakistan | Retail (F&B)

- Optimized fleet operations, reducing downtime by 25% and saving $50K annually through enhanced maintenance scheduling and efficient route planning.
- Implemented a Warehouse Management System (WMS), improving inventory accuracy by 30% and reducing picking times by 20%.
- Enforced FIFO inventory practices, leading to a 25% decrease in expired goods and reducing material wastage.
- Achieved a 90% reduction in shipping errors by developing a robust quality control framework and automating error-prone processes.
- Led a team of 73 warehouse staff, increasing productivity by 25% and boosting employee retention by 15% through targeted training programs.
- Collaborated with purchasing and finance teams, reducing overstock costs by 12% while maintaining 95% stock availability for high-demand products.
- Resolved procurement discrepancies by introducing a standardized inspection protocol, reducing disputes by 40%

Warehouse & Logistics Manager   Jan 2019 – Jul 2020
ECS (Ehsan Chappal Store), Lahore, Pakistan | Retail (F&B)

- Ensured seamless operations for 70+ retail outlets, maintaining a 99% product availability rate and reducing backorders by 20%.
- Achieved a 10% annual reduction in warehouse operational costs through process improvements and cost-control initiatives.
- Improved order processing throughput by 30% during peak demand seasons by resolving bottlenecks.
- Implemented a barcode scanning system to address inventory discrepancies, reducing errors by 50%.
- Led and mentored a team of 100+ warehouse and logistics personnel, fostering a high-performance, collaborative culture.
- Optimized warehouse layout using 5S principles, enhancing organization and productivity.
- Conducted regular performance evaluations and training programs to elevate team skills and drive productivity.
- Developed and managed logistics budgets to ensure cost-effective operations without compromising service quality.

- Motivated and built a dynamic warehouse team, consistently achieving and surpassing operational goals.
- Provided expert inventory management insights to maintain accurate stock levels and ensure product availability.
- Optimized last-mile delivery operations with effective route development and organizational acumen.
- Designed and implemented safety programs, reducing workplace injuries and prioritizing employee protection.
- Managed distribution and logistics operations for 70+ retail outlets across Pakistan, ensuring smooth supply chain performance.

Deputy Manager Purchase & Logistics
May 2015 – Jul 2018

Al Hoshani Group, Riyadh, Saudi Arabia | Manufacturing (Flexible Packaging & Plastic)

- Identified and sourced global suppliers for raw materials, components, spare parts, and equipment required for production.
- Negotiated pricing, contracts, and terms with suppliers from the EU, Russia, China, Asia, and GCC regions to secure the best value for the organization.
- Evaluated supplier performance and maintained strong relationships with key suppliers to ensure quality and reliability.
- Managed inventory levels to optimize stock while minimizing carrying costs and mitigating stock-outs or overstock situations.
- Forecasted demand to ensure accurate inventory planning and avoid supply chain disruptions.
- Analyzed slow-moving and obsolete inventory, implementing appropriate measures to reduce waste and improve stock turnover.
- Monitored logistics providers' performance, ensuring timely deliveries and adherence to service level agreements.
- Implemented initiatives to enhance logistics efficiency, resulting in cost reductions and improved operational flow.
- Managed a fleet of 10 vehicles (cars, trucks, vans), ensuring optimal utilization and adherence to safety standards.
- Introduced a preventive maintenance program that reduced vehicle breakdowns by 90%, improving fleet reliability.
- Developed and enforced fuel-efficient driving policies, leading to a 50% reduction in fuel consumption.
- Collaborated with cross-functional teams (production, sales, etc.) to ensure seamless coordination throughout the supply chain.
- Developed and managed budgets for the purchasing and logistics departments to ensure cost-effective operations.
- Prepared and managed all documentation for customs clearance, including air freight and sea freight shipments.
- Coordinated with customs clearance agents and freight forwarders to ensure the safe and timely delivery of goods.

Distribution & Logistics Specialist
Feb 2009 – Feb 2014

Salzburg Nachrichten (SN), Salzburg, Austria | Print Media

- Planned and supervised shipments from production to end-users, coordinating daily and weekly routes to ensure timely and efficient deliveries.
- Developed and implemented strategies to maximize the utilization of available resources, optimizing delivery operations and minimizing costs.
- Conducted thorough investigations to resolve logistical issues, including delays or disruptions in cargo movements, ensuring minimal impact on the supply chain.
- Performed regular audits and assessments of logistics processes, identifying areas for improvement, minimizing waste, and enhancing overall supply chain efficiency.
- Contributed to the development and implementation of logistics policies and procedures, providing a structured roadmap to guide daily operations and ensure compliance with standards.
- Acted as a liaison between internal and external stakeholders, ensuring smooth communication and collaboration across teams and with suppliers to facilitate operational success.
- Supported senior management by delivering detailed performance reports, providing insights and data to drive continuous improvement in logistics and supply chain processes.
- Fostered strong, long-term relationships with customers and suppliers through prompt, courteous service, enhancing customer satisfaction and business partnerships.
- Effectively communicated and reported emergencies, weather delays, and carrier schedule changes to customers and supervisors, managing expectations and minimizing disruptions

Order Management Coordinator
Sep 2004 – Feb 2007

Nortel Networks, Islamabad, Pakistan | Telecommunication

- Communicated order status to customers and internal stakeholders, promptly addressing back-orders and any shipping delays to manage expectations.
- Managed order fulfilment for all material and service purchase orders, overseeing the processing of invoices and bills to ensure timely and accurate payments.
- Conducted thorough reviews of orders for accuracy, identifying errors and omissions to minimize incorrect shipments and ensure customer satisfaction.
- Collaborated with sales, operations, and other functional teams to streamline order flow and meet processing metrics, ensuring smooth and efficient operations.
- Reviewed order terms and conditions with customers to ensure compliance with company policies, safeguarding both customer satisfaction and operational standards.
- Navigated SAP systems to efficiently build, track, and monitor orders, ensuring accurate and timely processing.
- Administered inventory management responsibilities, ensuring effective transaction tracking and the acquisition of goods and services in alignment with organizational needs.
- Worked closely with management to resolve complex order issues, ensuring prompt resolution to maximize customer satisfaction and enhance service levels.

EDUCATION

Master of Computer Science, Software Engineering
Hamdard University, Lahore, Pakistan
May 2003

Bachelor of Science, Mathematics & Statistics
Punjab University, Lahore, Pakistan
August 1999