



ZUBAIR IKHLAQ

Operation Manager

Dedicated and results-driven Operations Manager with over 10 years of experience in overseeing and optimizing operational processes to enhance efficiency and productivity. Proven track record of implementing strategic initiatives that have significantly reduced costs and improved service levels. Strong leadership skills, adept at leading teams to achieve organizational goals while fostering a culture of collaboration and continuous improvement.



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Street 6, Al adhab tower, Flat 407, Al-Nahda-2 Dubai

SKILLS

Process Improvement



Team Leadership



Cost Reduction



Strategic Planning



Supply Chain Management



Performance Optimization



LANGUAGES

English,Hindi,Punjabi,Urdu - *Fluent*

WORK EXPERIENCE

Operations Manager

Al Nasheet Delivery Services

April, 2018 - March, 2020

Office 602 Al Safa building al mankhool Dubai

Led a team of 50+ in streamlining operations, implementing cost-saving measures, and enhancing service delivery, resulting in a 20% increase in operational efficiency.

Operations Manager

Indus Business services

April, 2020 - May, 2021

Office number G4 Reem4 building Oud metha dubai

Oversaw daily operations, developed and enforced policies and procedures, and drove process improvements that reduced delivery time by 15%.

Operations Manager

Indus Chauffeur Transports Agency LLC

April, 2018 - present,

WORK ADDRESS

Assisted in the management of operations, coordinated logistics and supply chain activities, and supported the implementation of new operational strategies.

- Led cross-functional teams to improve operational efficiency, resulting in a 20% reduction in processing time and a 15% increase in customer satisfaction scores.

- Developed and implemented comprehensive operational strategies that aligned with organizational goals, enhancing productivity and profitability by 25% over two years.

- Managed supply chain logistics, negotiating contracts with vendors and suppliers, which decreased costs by 30% while maintaining quality standards.

- Spearheaded a company-wide initiative to implement Lean Six Sigma methodologies, reducing waste and improving workflow efficiency.

- Oversee daily operations, managing a team of 50+ staff, ensuring adherence to safety regulations and company policies to minimize workplace accidents by 40%.

- Utilized data analytics to monitor operational performance, identifying areas for improvement and successfully executing solutions that led to a 50% decrease in operational bottlenecks.

- Implemented advanced inventory management systems, optimizing stock levels and reducing excess inventory costs by 20%.

- Trained and mentored team members, fostering a culture of continuous improvement, resulting in a 35% increase in employee engagement scores.

- Collaborated with senior leadership on strategic planning, providing insights that shaped long-term operational goals and resource allocation.

- Conducted regular performance reviews and developed key performance indicators (KPIs) to assess operational success, aligning team objectives with organizational effectiveness.

- Managed project timelines and budgets for operational improvements, ensuring projects were delivered on time and within scope.

- Championed technology adoption and process automation, enhancing operational capabilities and reducing time spent on manual processes by 60%.

- Established strong relationships with stakeholders, facilitating communication and ensuring alignment on project objectives and operational changes.

- Achieved and maintained compliance with industry regulations and standards, leading to successful audits and enhanced company reputation.

EDUCATION

Intermediate

Federal Board of Intermediate and Secondary Education Islamabad

February, 2011 - March, 2013

Federal Board of Intermediate and Secondary
Education
53%

Completed intermediate education with a focus on business and management principles, providing a solid foundation for a career in operations management.

PORTFOLIO

Operation Manager

PROJECTS

IIFA Awards 2022,2023,2024

June, 2022 - September, 2024

Team Members : 300

I used to handling hundreds of chauffeurs dedicated to different celebrities and industry guests that supposed to attend the event for the their demands according to scheduled time

PERSONAL INFORMATION

Birthday :	11/30/1989
Nationality :	Pakistan
Gender :	Male
Marital Status :	Married
Passport No :	FR1346873
Expiration Date :	09/01/2025
Father Name :	Muhammad Ikhlq