

Muhammad Saleem

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Dear Human Resource Manager,

With the enclosed resume, I would like to express my strong interest in the Operations and Supply Chain Management related position you are looking to fill. As a highly skilled and successful professional with comprehensive experience coordinating supply chain operations, inventories, and procurement while ensuring compliance to regulations and guidelines, I possess a wide range of knowledge and experience that will allow me to contribute toward the success of your company

A review of my attached resume will quickly confirm to you that I am able to design and implement process improvements aimed at streamlining activities whilst at the same time driving up performance and quality. Through my experience, I have become adept in ensuring alignment with organizational goals and requirements while facilitating streamlined logistical operations and building strategic relationships with internal and external stakeholders.

The following highlights of my experience demonstrate my qualification for this position:

- Spearheading all aspects of supply chain management, including need assessment, procurement / sourcing, inventory management, staff training, and material / supplies forecasting.
- Contributing vital support and leadership in supply chain and logistics management while identifying and pursuing strategic opportunities to improve materials, internal processes, logistics, and overall performance.
- Developing and establishing operating policies and procedures, in accordance with organizational regulations, to improve productivity and efficiency while reducing costs.
- Holding a MBA degree in Operations & Supply Chain Management from University of Central Punjab, Lahore, Pakistan and as well as thesis on Green Supply Chain Management.
- Managing teams involved in multiple areas, together with a real awareness of the kinds of initiatives that drive performance.
- Exceeding productivity goals at the same time as ensuring service excellence.
- Superb customer facing and client management skills.

My proven ability to optimize and lead supply chain operations, along with my solid talents in communication and problem solving, will contribute immensely to the success of your company. Thank you for your consideration, and I look forward to speaking with you soon.

Yours sincerely,

Muhammad Saleem

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OPERATIONS & SUPPLY CHAIN MANAGEMENT EXPERT

Creates business process improvement, utilizing entrepreneurial vision, technological understanding, and exceptional relationship management fostering revenue growth, cost savings, and improved productivity.

Goal-oriented Operations & Supply Chain Manager offering more than six years of end-to-end supply chain, cross-functional team leadership, competitive market positioning, delivering positive outcomes with strong and sustainable gains and directly results in efficiency improvements and cost savings. Possessing well-refined proposal, contract, and service-level management abilities. Metrics and trends analyst talented at identifying and leveraging unutilized capacities and opportunities. Looking forward to work on a leadership position in Supply Chain Management to fully utilize my skills to demonstrate strategic impacts to the business.

Core Knowledge & Skills:

- | | | |
|--------------------------|-------------------------------|----------------------------------|
| ⇒ Operational Leadership | ⇒ Process Improvement | ⇒ Supply Chain Management |
| ⇒ Time Management | ⇒ Strategic Planning | ⇒ Competitive Market Positioning |
| ⇒ Lean Techniques | ⇒ Value Stream Mapping | ⇒ 6 Sigma Understanding |
| ⇒ Business Integration | ⇒ Data Mining & Visualization | ⇒ Revenue Generation |

PROFESSIONAL EXPERIENCE

Naeem & Company – Vehari, Pakistan Operations & Supply Chain Manager

2010 – 2016

Conceptualized, formulated, and established business process improvement through the acquisition of regional distribution networks. Identified and captured opportunities for new business development and market growth by expanding into new venues. Challenged to build new market presence while reengineering and expanding existing distribution, increasing client base and improving corporate brand recognition. Formulated, designed, developed long-range cost reduction plans, and improved major distribution. Initiated the establishment of a department to address customer solutions and expand channels. Customized and created technology to solve logistics and support improvement. Directed and consolidated staff improving corporate communications and business initiatives.

Selected Accomplishments:

- **Executed ardent negotiations and implemented** innovative investment strategies that grew company's investment portfolio from PKR 5Million to PKR 10Million in just 18 months.
- **Created PKR 1Million in cost savings** through the initiation of continuous improvement metrics.
- **Saved PKR 3Million in annual costs** through the redesign of regional network, improving time and reliability.
- **Hand-picked by CEO to increase profitability**, improve eroding market share, and repair strained customer relationships.
- **Implemented a long-range business plan**, avoiding PKR 3.5Million in potential construction costs.
- **Managed operations functions** including Inventory Management, Warehousing, Receiving, Housekeeping, and maintaining Hazardous and Personal Safety Practices.
- **Managed capacity planning**, PKR 8Million annualized budgets and compensation plans for 75 to 100 sales and marketing staff.
- **Played pivotal role in leading sales department** to achieve aggressive annual revenue goal by instituting company-wide training initiatives that increased closing rates 25% and enhanced customer retention by 15%.
- **Recruited and trained top-performing sales team** and used word-of-mouth marketing strategy to build client base and generate consistent revenue stream.
- **Supervised and increased effectiveness** and efficiency of operational systems and processes/policies to support organization's mission; specifically, supported management reporting/information.
- **Played a significant role in long-term strategic plans** toward operational excellence.

PROFESSIONAL EXPERIENCE CONTINUED
Pakistan Telecommunication Company Limited – Lahore, Pakistan
2015 - 2016**Customer Service Executive**

Handled customer inquiries, complaints, billing questions and payment extension/service requests. Calm angry callers, repair trust, locate resources for problem resolution and design best-option solutions. Interface daily with internal partners in accounting, field services, new business, operations and consumer affairs divisions.

Selected Accomplishments:

- **Resolved customer complaints** by identifying problems and taking appropriate corrective action – Resulted in 65% increase in department's efficiency.
- **Demonstrated professional etiquette** and manners when interfacing with customers which resulted in 30% improved feedback of customers.
- **Improved the efficiency of customer service** department 20% by providing both training for new hires and setting up training materials.
- **Developed customer base** by 45% during the year 2012 through delivery of quick service.
- **Attained Employee of the month Award** 2 times in one year following commendation from supervisors and recommendation from peers.
- **Increased customer base** by a staggering 55% by training customer service representatives in providing exceptional services to patrons.

Saleem Productions – Vehari, Lahore, Pakistan
2010 – Present**Professional Photographer**

Dedicated and energetic Photographer with 6+ years' extensive experience in custom and specialized photography. Competent at capturing high quality images and organizing materials for photoshoots while displaying confidence and professionalism at all times. Conversant with different types of photography including fashion, portrait, landscape and still life. Well-versed with advanced photography equipment and tools.

AREAS OF EXPERTISE

- Photographic equipment
- Camera setting
- Lens adjustment
- Event management
- Inventory maintenance
- Portrait Retouch
- Image processing
- Adobe Creative Suite

Time Dot Time Game Studio – Lahore, Pakistan
2016 – Present**Game Artist**

I am an artist with 2 years of work experience including illustrator & graphic designer with proficiencies in concept art, advertising and web design, with a solid grasp of UI design and 3D production for games. I have experience as a lead artist and an art director working with small teams of illustrators, web designers and character modelers. Possess a strong sense of artistry and forward-thinking, that is consistently displayed across all art pieces. Projects I've worked on include social games (web-based and mobile), concept art, website creation, ad campaigns, and large-scale media design.

Green Crop (Pvt.) Limited – Vehari, Pakistan
May – July 2013**Marketing Intern**

EDUCATION
Master of Business Administration – Operations & Supply Chain Management
 University of Central Punjab, Lahore, Pakistan
Bachelor of Science – Business Administration

Virtual University of Pakistan, Vehari, Pakistan

**Thesis**

Adoption of Green Supply Chain Management Practices in Pakistan and Topsis for Assortment of Green Supply Chain Management Strategies.

Technical Proficiencies

MS Word, Excel, PowerPoint, Outlook, Oracle/Siebel CRM, SAP, Webcasting, e-Learning Authoring Tools
 Target Account Selling, Customer Centric Selling, Network Troubleshooting.

Achievement

My 28-page resume is the most trending resume worldwide due to its creative design in 2016.

For More Details www.iamsaleem.com