

ALI MEHMOOD

OPERATIONS ANALYST

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PROFESSIONAL SUMMARY:

Resilient, hardworking Individual with more than 8 years of Operations Management experience dedicated to managing teams, implementing procedures and optimizing operations to meet current and expected demands. Talented team builder well-versed in streamlining processes for consistency and efficiency. Creating reports for senior management, client and customer service. Customer oriented supervisor desiring to bring expertise to a suitable position with a reputed organization.

WORK EXPERIENCE:

Basecamp Data Solutions

Manager Onboarding – Head Office Cleveland, Ohio, US.

2015 – Till Date

- Keep flow of daily operations and Coordinating with internal resources and third parties/ vendors for the flawless execution of projects.
- Measure project performance using appropriate tools and techniques.
- Create and maintain comprehensive project documentation.
- Create multiple Reports Using ERP, Excel and Google Sheets.
- Delegate Work and Tasks.
- Reduced workflow inconsistencies while recruiting, interviewing and hiring new staff members.

Arabian Tea house

Operations Supervisor – Dubai, UAE.

April, 2014 – March, 2015

- Administration and quality checks at operational outlets.
- Scouting for new locations at malls & other suitable locations for Expansion.
- Boosted productivity by consolidating material planning, data collecting, payroll and accounting programs into one main system.
- Tracked trends and suggested enhancements that would both challenge and refine the company's product offerings.

Indian Zing LTD

Restaurant Supervisor – London, U.K.

August, 2011 – February, 2014

- Effectively scheduled and allocated assigned team in alignment with operational and customer needs.
- Organized implementation of new banners, displays and menus.
- Rapidly identified and diplomatically addressed complaints to ensure high levels of satisfaction and loyalty.
- Handling prestige restaurant. Awarded Michelin star rating.
- Guiding business personnel to run operation smoothly & handling
- Conduct quality audits and develop quality management and quality assurance standards
- Basic accounting along the way.

SKILLS:

- Operations management
- Data collection and analysis
- Continuous Improvement
- Streamlined Processes
- Custom Reporting
- Training and Mentoring
- Project management
- Staff management
- Customer service

TOOLS:

Customer Relationship Management (CRM's)

- Shopvox
- Zoho CRM
- Zoho Inventory
- Zoho Books
- Zoho Projects
- Zoho Desk
- Odoo
- RQ4
- Wrike

EDUCATION:

GLYNDWR UNIVERSITY

London, U.K

2012 – 2014

Bachelors in Business Management, Hons.

WEST LONDON COLLEGE OF BUSINESS MANAGEMENT

London, U.K

2011 – 2012

Ed Excel Higher National Diploma in business studies.

ACCOMPLISHMENTS:

MANAGERS' ROLE IN CAR PHONE WAREHOUSE PROJECT:

London, U.K

2012 – 2014

- Met various store managers.
- Conduct their interviews.
- Conducted surveys with local people for feedback & compiled the thesis of 8,000 words London (U.K).

CERTIFICATIONS:

- Computer Training Certificate CPISM.
- Microsoft Excel Certified Specialist.
- Intermediate level.