

**SARIM UZ ZAMAN KHAN**

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M-58/3, Khayaban-E-Saadi, Phase VII, DHA, Karachi. Pakistan

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**PROFILE:**

A pro-active and energetic team player with excellent communication and interpersonal skills along with Proven analytical and problem solving skills gained through relevant work experience and academic study, seeking a full time opportunity in *Supply Chain Management*.

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**WORK EXPERIENCE:**

**Connect Logistics (PVT) LTD**

Karachi, Pakistan

*Facilities Manager – South*

18<sup>th</sup> November 2019 till Date

*Warehousing & Distribution*

- Reporting to the Director Commercial & G.M. Operations and managing a portfolio of 4 reputable clients including Unilever, GlaxoSmithKline, Reckitt Benckiser & National Foods.
- Heading and managing 3 warehouse facilities having more than 30,000 pallet spots in double deep and selective racking with a covered area of more than 450,000 sq. ft. in Karachi & Hyderabad having 300+ employees and dedicated Value-Added Services.
- Ensuring delivery of warehousing operational excellence in line with customers' requirements by leading project teams and coordinating with all stakeholders.
- Organizing and revamping the operational structure, procedures (Inbound & Outbound) and resources and ensuring effective sourcing, induction, training and development of operational staff in order to optimize the performance of people.
- Ensuring 100% Inventory record accuracy by managing dedicated inventory project teams and ensuring daily cycle counts and IRA in a timely manner.
- Managing and controlling costs while ensuring that quality service standards are continuously met in order to achieve budgets including continuous review of costs against agreed targets.
- Ensuring strict compliance of Q-HSE procedures and regulations for warehousing operations including surprise and Service audits.
- Maintaining best warehousing practices and aesthetics by ensuring stringent following Warehouse Management System and conducting daily inspection and monitoring warehouse walk.
- Coordinating with other departmental heads (Administration, Security, Plant & Maintenance, HR & IT) for timely resolution of daily issues and ensuring completion of all new tasks in hand.
- Formulation & implementation of new and innovative warehousing strategies by gathering market intelligence and re-engineering the current practices.

**Muller & Phipps Express & Logistics (PVT) LTD**

Karachi, Pakistan

*Manager Network Operations*

1<sup>st</sup> September 2016 till 12<sup>th</sup> October 2019

*Cash on Delivery Business*

- Heading and managing Fulfillment center & COD Operations by leading teams and coordinating with all stakeholders to ensure complete and efficient management of operations.
- Organize the operational structure, procedures and resources and ensuring effective sourcing, induction, training and development of operational staff in order to optimize the performance of people.
- Managing, measuring, reviewing and taking corrective action in order to ensure that inbound & outbound service quality meets customer requirements and Group standards.
- Managing and controlling costs whilst ensuring that operational service standards are continuously met in order to achieve budgets including continuous review of costs against agreed targets.
- Developing and maintaining constructive and cooperative working relationships with all stakeholders including coordination and support with all departments within Areas, Stations/Branches; Inter/Cross Coordination (at Area, Regional & Head Office Level).
- Overseeing the preparation of reports and statistics related to courier activities and operations.
- Ensuring strict compliance of HSE procedures and regulations for courier operations including Service audits.
- Encouraging and developing new ideas for procedures and systems in order to continuously improve the ability of the operational system to promote service to customers.
- Market intelligence gathering through monitoring competitor activities and formulation of reports pertaining to the same

**TCS (PVT) LTD***Manager Operations – E-Commerce**Warehousing & Distribution*

- Heading and managing e-commerce fulfillment center by leading teams and coordinating with all stakeholders to ensure complete and efficient management of e-commerce fulfillment operations.
- Effective handling and successful processing of 1,200 daily orders by utilizing a team of 30 staff encompassing pickups, bookings, packing, delivery & return logistics.
- Liaison between vendor management and other supply chain teams for on-time availability and correct forwarding of order for final delivery to customer.
- Delivering and managing expectations regarding P&L, QA & HSE and ensuring service level commitments are consistently met and exceeded.
- Analyzing shipping profitability and assisting with the development of plans to optimize shipping margin.
- Liaison with TCS transportation teams to identify and implement new shipping methods to extend reach and improve profitability (e.g. bulk items/LTL and international shipping)
- Ensuring 100% Inventory record accuracy by conducting regular cycle counts in a timely manner
- Implementation of new fulfillment methods that improve customer experience and improve profitability.
- Ensuring stakeholders are kept abreast of all e-commerce policies and procedures
- Responsible for researching competition, market conditions, data provider vendors, etc. to identify emerging trends and new opportunities.

Karachi, Pakistan

7<sup>th</sup> July 2015 – 31<sup>st</sup> August 2016**Grey Shipping Incorporation.***Manager Business Development**Logistics*

- Handled freight forwarding needs of clients
- Provided customized supply chain solutions to Asia, Europe, North America & Middle East.
- Management of local distribution and transportation.
- Indirect management of warehousing operations on daily basis as per clients need.
- Analyzed market conditions to pinpoint new prospects and possible threats
- Developed sales network and pricing structure to attain targets and increase revenue
- Implemented customer service procedures to ensure customer satisfaction

Karachi, Pakistan

14<sup>th</sup> May 2012 – 6<sup>th</sup> July 2015**Agility Logistics (Pvt.) Ltd***Manager Key Accounts**Warehousing & Distribution*

- Reported to the Director Logistics and managed a portfolio of 5 reputable clients including Proctor & Gamble, UNICEF, IKEA, and Engro Foods (Rs. 20 Million monthly revenue)
- Was responsible for regular visits to prospective and existing clients. The objective was to offer new products/services, to communicate with clients regarding changing needs and possible solutions, and ensuring customer satisfaction through timely resolution of complaints and maintenance of credit terms.
- Independently monitored ILS (Integrated Logistics Support) System, indirectly handling warehouse operations and managing warehouse personnel.
- Observed inbound/outbound shipment data, including inventory and secondary distribution, conducting variance analysis to identify compliance with SLA's (Service Level Agreement).
- Lead period checks of facilities in conjunction with maintenance and admin team.
- Liaise between the customer and operations department for timely and accurate delivery of goods and services as per agreed SLA (Service Level Agreement).
- Using industry contacts and other sources, generated leads for acquisition of prospective clients and in conjunction with the commercial team enabled successful acquisition.

Karachi, Pakistan

21<sup>st</sup> February 2011 – 13<sup>th</sup> May 2012**INTERNSHIPS:***GlaxoSmithKline**Union de Banques Arabes et Francaises**Royal Bank of Scotland*

Karachi, Pakistan

Dubai, UAE

Karachi, Pakistan.

**WORKSHOPS:**

- Completed training of 6 thinking hats for Managers at OCTARA – TCS.
- Completed the training and qualified in P&G's 2 Day - Quality Assurance Key Element.
- Participated in 3 Day - Management Development Program at Navitus.

**EDUCATION:****M.B.A**

Sept 2008 – Sept 2009

Cardiff University, UK

- Specialization: Supply Chain Management

**B.A. (Hons.) Business Administration**

Sept 2005 – June 2008

Middlesex University, UK

- Degree classification: Upper Second 2:1

**'A' Levels**

Sept 2003 – June 2005

Lécole for Advanced Studies, Karachi, Pakistan

- Mathematics, Business Studies & Urdu

**'O' Levels**

Sept 2001 – June 2003

Army Public School "O" Levels, Karachi, Pakistan

- Mathematics, Additional Mathematics, Physics, Chemistry, Commerce, English Language, Pakistan Studies, Islamiyat & Urdu

**ACADEMIC PROJECTS:**

- Conducted Marketing Research for Dubai RTA's mega project "Dubai METRO" in 2006.
- Successfully prepared a management consultancy report for IFFCO, UAE on their Noor Sunflower Cooking Oil brand with focus on falling sales and its possible solutions.
- Successfully prepared a marketing report on Volkswagen focusing on their promotion techniques as part of marketing coursework during my MBA.

**SKILLS:**

- Aggressive problem solving and adaptable to change
- Excellent presentation skills and proficient in MS Word, Excel, PowerPoint, outlook.
- Creative thinker and concise, accurate and logical communicator.

**PERSONAL INFORMATION:**

- Date of Birth: 3<sup>rd</sup> July, 1986
- Nationality: Pakistani
- Language Proficiency: English (Fluent) and Urdu (Native)
- Marital Status: Married

**REFERENCES:**

Shall be made available upon request.