

Operations and Supply Chain Manager

Skilled in Operations & Supply Chain Management, Logistics & Warehousing, Strategy & Expansion

Profile Summary

A results-driven **Operations and Supply Chain Professional** with **6+ years of experience** in leading FMCG Multinationals, Q-Commerce and Hyper-Growth Startups. Proven expertise in end-to-end supply chain management, warehousing, logistics, expansion, and P&L optimisation. Adept at leading large-scale teams, cross-functional collaboration, relationship management, and cost-saving initiatives.

Experienced in dark store launches, inbound & outbound logistics, inventory management, process improvements, and sustainability projects. Strong leadership, communication, and problem-solving abilities with the capacity to align teams, stakeholders, and vendors towards operational excellence in fast-paced and high-pressure environments.

Core Skills & Competencies

Supply Chain & Operations: Inbound & Outbound Logistics, Warehousing (Ambient, Controlled & Cold Chain), Material Planning, Procurement, Inventory Management, Fulfilment, Delivery Operations, Safety & Compliance

Strategy & Optimisation: Cost Control, P&L Management, Strategic Planning, KPI Frameworks, Process Improvements, Innovation & Automation, Sustainable Solutions, Expansion & Market Launches

Leadership & Management: Recruitment, Training & Development, Performance Evaluation, Team Engagement

Technical Skills: MS Office | Data Analytics | Power BI | WMS | IMS | ERP | SAP | SQL

Soft Skills: Negotiation, Problem Solving, Critical & Analytical Thinking, Communication, Empathy

Career Snapshot

Position	Organization	Tenure
Team Leader (Supply Chain)	Nestlé	Aug 2022 - July 2025 (3 Years)
Inventory & Last Mile Lead	Dastgyr	Jun 2022 - Jul 2022 (2 Months)
City Operations & Expansion Manager	Airlift	Jan 2022 - May 2022 (5 Months)
District Operations Manager	Airlift	Nov 2021 - Dec 2021 (2 Months)
Warehouse (Dark Store) Manager	Airlift	Sep 2021 - Oct 2021 (2 Months)
Supply & Strategy Lead	Kamayi	Jun 2021 - Aug 2021 (3 Months)
Associate - Global Market Insights	Atheneum	Mar 2020 - May 2021 (1 Year 3 Months)
Supply Chain Associate	Genesis Apparel	Sep 2018 - Aug 2019 (1 Year)

Professional Experience

Team Leader (Supply Chain) | Nestlé

Aug 2022 - July 2025

- ★ Directed **end-to-end operations and planning** for inbound of **12,000+ vehicles annually**, managing raw & packaging materials worth **USD 800 million** for production across **5 factories**.
- ★ Managed **ambient, controlled, and cold storage warehouses**, handling **25,000+ in-house pallets, 8,000+ 3PL pallets, and 5,000+ Oil & Pulp drums** across **1,600 SKUs** with **120+ resources**.
- ★ Achieved **cost savings of PKR 18 million per annum** through **capacity mapping, warehouse utilisation, multiskilling resources, and supply chain optimisation projects**.
- ★ Ensured adherence to **Global Compliance & Safety Standards**, embedding a **safe and compliant environment**.
- ★ Conducted **annual performance evaluation, development, and appraisals** of the factory supply chain team.
- ★ Reduced **overtime by 70%** by optimising **MHE utilisation, workforce planning, and automation**.

Inventory & Last Mile Lead | Dastgyr

Jun 2022 - Jul 2022

- ★ Developed last-mile operations, with **fleet optimisation, route planning, and resource allocation**, improving overall delivery timelines and productivity.
- ★ Optimised **inbound and outbound process flows**, ensuring efficient receiving and dispatch from both inventory and marketplace warehouses.
- ★ Audited and classified **10,000+ SKUs**, eliminating duplicates and improving **assortment visibility** for the category team, vendors, and customers.

City Operations & Expansion Manager | Airlift Technologies

Jan 2022 - May 2022

- ★ Launched the facility and operations for the **electronics category** with 60-minute delivery across PK market.
- ★ Led multiple **dark store launches and expansion** across PK market, completing **four dark store launches in less than 60 days**. (site acquisition -> infrastructure -> stocking -> delivery polygon -> test orders -> go live)
- ★ Built and developed a **large-scale team of 150+ employees**, including 9+ operation leads, 30+ inventory staff, 100+ warehouse operators, cashiers, riders, and other admin support staff.
- ★ Sustained **95%+ KPIs**, ensuring **order fulfilment, stock accuracy, and customer retention** across **5 dark stores**.
- ★ Managed **P&L** on a regional level, reducing overhead costs by **24%** (payroll, utilities, packaging, etc.)

District Operations Manager | Airlift Technologies

Nov 2021 - Dec 2021

- ★ Fulfilment of **1000+ daily orders** worth **PKR 1.5 million**, while reducing **order returns & complaints by 50%**.
- ★ Handled **5,000+ SKUs** per site, **reducing stock discrepancies, damages, and OOS** through audit and controls.
- ★ Implemented **5+ product-level changes** and **15+ process improvements** in collaboration with the product and compliance teams for fast, sustainable fulfilment & delivery operations.
- ★ Developed **operational playbooks, onboarding tutorials & people policies** for company-wide accessibility, support, and implementation.

Warehouse (Dark Store) Manager | Airlift Technologies

Sep 2021 - Oct 2021

- ★ Led one of the **first dark stores in PK market**, delivering groceries and household goods **within 30 minutes**.
- ★ Coordinated with the product, compliance, and delivery teams to resolve **on-site challenges and breakdowns**.
- ★ Boosted operational **efficiency by 40%** and exceeded **target KPIs by 98%+**, earning recognition as the **top-performing dark store** in the region.

Supply & Strategy Lead | Kamayi (Facilitative Employment Services)

Jun 2021 - Aug 2021

- ★ Built **partnerships** with universities and institutions to maintain a good and steady **supply of candidates**.
- ★ Developed a **user-friendly platform for a recruitment database** with easy and efficient accessibility.
- ★ Managed **communications and marketing campaigns**, ensuring smooth onboarding and retention.
- ★ Introduced **screening protocols and quality assurance processes** for reliable recruitment.

Associate - Global Market Insights | Atheneum

Mar 2020 - May 2021

- ★ Connected **C-level executives and industry experts** with **global consulting firms, financial institutions, private equity, and venture capitalists**.
- ★ Managed **40+ clients** and **250+ projects** while coordinating with a network of **500,000+ experts**.
- ★ Conducted **market research & insights** to support clients' **strategy and investment decisions**.
- ★ Delivered projects successfully within budgets and deadlines, **building client relationships**.

Supply Chain Associate | Genesis Apparel

Sep 2018 - Aug 2019

- ★ Handled **sourcing, inventory, manufacturing, packaging, fulfilment, and delivery** for customised orders.
- ★ Developed **vendor and customer relationships**, improving service reliability and customer satisfaction.
- ★ Optimised **raw material utilisation** and **overhead costs** through quality checks and controls.

Education

Bachelor of Science (Honors)

May 2019

Double Majors in Economics & Political Science

Lahore School of Economics