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| **SYED**  Email: [syed.144741@2freemail.com](mailto:syed.144741@2freemail.com) |  |

**Profile Synopsis **

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Strategic, Result-driven, and Gulf experienced Management Professional equipped with 19+ years of diverse experience orchestrating successful business turnaround within Multinational Company and diversified industry. Manifest broad management in directing whole gamut encompassing Supply Chain, Warehousing, Strategic Sourcing, Procurement, Demand planning, Inventory Control, Operations,, Contract Management, Supplier-client Relations, Budgeting, Forecasting, General Management, and Customer Service. Possess an extensive background in International & Multicultural environments while managing Business Operations and implementing SOP with time bound KPI’s. Consistently delivered key contribution towards organization’s growth by implementing sound business practices, streamlining operations, establishing new improvements, devising innovative strategies, consistently achieving or even surpassing set targets and exploring new business opportunities; Strategic and result oriented team leader with excellent planning, monitoring, critical thinking, time management, leadership, negotiation, analytical, communication, problem-solving, decision-making and interpersonal skills. Seeks a challenging work profile within where gained skills, expertise, management skills & industry knowledge will have a valuable impact.

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| **Strengths** | |
| * Gained 19+ years’ experience within Multinational Co. * Demand Planning, Inventory Control * Customer Relations Management , WMS System * Contract management/Bids analysis/Price negotiation * Policies Implementation/Training & Development Skills | * Expertise in Gen. Management/Supply Chain/Operations * Budgeting, Forecasting & Cash Flow Management skills * Business Contracts & Agreement, Business Plan * Cost Reduction/P&L Management/Profit Maximization * Result-driven, Divergent and Out of the Box Thinking |

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| **Educational Qualification** |

**Chartered Accountant (Intermediate) –** *Indian Institute of Chartered Accountant, India* **Nov 2000**

**Master Degree in Commerce –** *Pune University, India* **May 1999**

**Certificate in Supply Chain Management –** *American Institute of Business & Management USA* **Aug 2012**

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| **Career Progression** |

**Group Supply Chain Manager –** *Nasser Bin Abdullatif Al Serkal Est. Dubai* **Mar 2015 – Present**

**Operations Manager –** *Al Masaood Group of Companies (AMSIE & EUT), Abu Dhabi* **Sep 2009 – Mar 2015**

**Finance/Operations Manager –** *Al Masaood Group (EAE), Abu Dhabi* **Dec 2004 – Sep 2009**

**Accounts & Finance Manager –** *Daga Kirit & Associates, Bhopal, India* **Mar 2003 – Dec 2004**

**Accountant cum Auditor Assistant –** *Pradeep Jagtap & Associates, Pune, India* **Dec 1999 – Oct 2002**

**Article Trainee –** *Mukund Ingalgaonkar & ASSO, Pune, India* **Aug 1997 – Nov 1999**

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| **Key Achievements** |

* Gained 19+ years’ experience within Multinational Company and diversified industries in UAE and India in domains of Supply Chain Manager, Operations Manager, General Administration, and Clients Relations.
* Accomplished Master’s Degree in Commerce and Chartered Accountant (intermediate) from Indian Institute of Chartered Accountant
* Successfully consolidated the group of companies Supply Chain to reduce 33% of outsource manpower cost.
* Spearheaded the implementation of Automated Warehouse Management System for the entire division, resulting in 100% OTIF and 37% improvement in Demand planning accuracy.
* Orchestrated Fleet composition & GPS which result into 26% improvement in response time. Facilitated warehouse facility optimization resulting in 33% increase in warehouse capacity.
* Significantly reduced dead-stock by 50% through effective forecasting, updated stock holding policies and close collaboration with our supplier.
* Accomplished saving of (12 million) of administrative cost including import expenses by proper utilization of Government exemptions and re-export.
* Successfully resolved wrong order processing in Bridgestone by implementing CRM which results into 72% reduction.
* Versed in preparing Business Contracts & Agreement and arranging documents for visa processing of new employees.
* Obtained comprehensive knowledge of Supply Chain processes on a global level as well as a solid understanding of Airfreight, Sea freight and Trucking.
* Vast knowledge in ERP software to handle invoices, stocks, and imports including costing as well as pervasive experience in clearance, refunds and re-exportations of shipment.
* Knowledgeable of whole HR gamut and successfully implemented policies and procedures for HR Department. Acquired intensive experience in Sales, Logistics, and Administration processes.

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| **Areas of Expertise** |

**Supply Chain Management**

* Lead supply chain & customer service in order to achieve the Company targets as well as to implement efficient and effective Supply Chain & Customer services processes & structures in the region.
* Develop Supply Chain & Distribution Strategy based on a country by country local market & legal requirements considering regional set-ups & best practice processes.
* Responsible for setting the optimum inventory levels considering cash net working capital & end customer service level. In-charge for product demand planning in coordination with the sales team.
* Supervise procurement, to ensure product availability by monitoring planning & delivery plans while maintaining stocks at the right levels, avoiding obsolescence and ensuring best inventory turnover.
* Responsible for defining the required material warehousing capacity, to accommodate materials at the right conditions meeting the company SHE standards. Develop and improve the performance of department staff, ensure high efficiency.
* Devise the operating procedures to ensure the best stock rotation considering the agreed upon distribution strategy.
* Design and implement the logistics policies and procedures that ensure best customer service level and optimum cost.
* Conducting regular meetings with sales and top customers to discuss ways to improve efficiency & customer satisfaction. Actively contribute to the regional management to set the KPIs and reporting system.
* Responsible to coach, motivate and assess SC/CS team and monitor and update the master data in ERP system.
* Work with the team to achieve goals consistent with the corporate strategy and measuring performance against key metrics for parts and services.
* Achieve financial results goal set by the budget of all branch operations in terms of equipment, parts and service across the company.
* Generate new service business sales through the development and deployment of service marketing strategies, including value-added, equipment life cycle services
* Develop and manage attainment of annual and monthly budget for parts and service along with the strategic plan to maximize use of corporate assets and meet market expectations for delivery and service products.
* Administer dispute resolution between customers, and Suppliers/Vendors consistent with the corporate strategy.
* Maintain, administer and manage appropriate policies and procedures for operations, compliance, and Safety.

**Operations Management**

* Plan, direct & coordinate the operations of companies for public and private sector organizations including formulating policies, managing daily operations, and planning the use of materials and human resources, general administration, such as personnel, purchasing, or administrative services.
* Direct and coordinate activities of businesses or departments concerned with the production, pricing, sales, and/or distribution of products. Manage staff, preparing work schedules and assigning specific duties.
* Review financial statements, sales and activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and program improvement.
* Establish and implement departmental policies, goals, objectives, and procedures, conferring with board members, organization officials, and staff members as necessary.
* Determine staffing requirements, and interview, hire and train new employees, or oversee those personnel processes.
* Monitor businesses to ensure efficiently & effectively provide needed services while staying within budgetary limits.
* Direct and coordinate organization's financial and budget activities to fund operations, maximize investments &increase efficiency. Locate, select & procure merchandise for resale, representing management in purchase negotiations.

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| **Organizational Job Role** |

**Head of Supply Chain –** *Nasser Bin Abdullatif Al Serkal Est. Dubai - Nasser Bin Abdullatif Al Serkal Est. is one of the Biggest Distributors of Bridgestone tires in Dubai & Northern Emirates in UAE holding 23% of Market Share, Sole Distributor for Kumho & Apollo Tires)*

* Formulated strategic plan for supply chain, budgets, forecast, and feasibility reports and provide update to management on group supply chain performance.
* Manage demand planning process to assure proper inventory levels of products to support the business and satisfy customer demand.
* Coordinated between Finance and Purchasing team to support the requests from all stakeholders and apply the relevant policies and procedures.
* Devise strategic planning, design, execution, control & monitoring of end to end supply chain activities, automation of process. Procured and managed over (US$ 151K) worth of orders per annum.
* Develop synergies, information sharing and strategies culminating costs savings of (US $40000-50000).
* Managed and maintain supplier performance Levels (KPIs and SLAs) as rendered by logistics providers to support the Al Serkal Supply Chain and Operations. Determine, Develop and Execute Sales & Operations Planning (S&OP).
* Managed end to end supply chain components including forecasting, inventory management, promotional planning, basic department management, master data management, item lifecycle and disposition, seasonal planning, DC operations, store ordering and operations, supplier planning and order fulfillment.
* Establishes and monitors key KPIs for supply chain team, Manages process to determine main cause of deviation from normal ranges. Develop and applied corrective measures in timely manner
* Oversee and monitor 4 warehouses of 250,000 ft. and design transportation network to support business model. Manage the entire customer service departments and responsible for order processing.

**Operations Manager –** *Emirates for Universal Tires LLC sole dealer of Continental Tires Germany in UAE, Hutchinson Run Flat System France, and Pitbull Tires UAE.*

* Supervised Demand planning process and regular Review, Liaise with sale team for regular Review and revision
* Managing centralized distribution center and stores across UAE  ensuring appropriate inventory levels are being kept to support stores sales and in stock goals
* Lead and direct (3 Warehouse Manager) and (57 warehouse employee) in 5 locations across UAE for automotive & tire service center. In-charge for Order Management & Inventory management worth of more than (140 million) per Annum.
* Formulated and implemented the improvement of ERP system such as (Oracle and Kerridge) for Inventory Management, Warehouse Management and Order Management for future requirements by auto-replenishment systems.
* Implemented the management of standard operating procedures (SOP) for all stores and warehouse, ordering and logistics related activities. Maintain consistent stock balances by adhering to strict inventory control procedures.
* Drafted & implement Clearing and Forwarder procedures in line with current UAE customs rule and regulation, ensure effective and timely custom clearances.

**Operations Manager (Supply Chain Management) –** *Abdulla Al Masaood and Sons Industrial Equipments is a Sole distributor of Terex, HC Forklift, Thomas Equipment, and International Trucks & Indeco Hammers.*

* Oversee the procurement & logistic arrangement with international suppliers such as France, USA, China, Japan, Italy, UK, Canada & Germany. Coordinate w/ sales team for re-exportation of products in Saudi, Iran, Iraq, Qatar & Turkey.
* Administer invoices, stocks and imports including costing through ERP systems. Coordinated with International Supplier for terms of Importation, Pricing & Shipping matters. Orchestrated International exhibition for product promotion.
* Responsible for pricing negotiations, order management and replenishment activities with oversea suppliers.
* Oversee whole gamut of HR and implement the policies and procedure for all employees.
* Worked with the sales department for price formulation, term of sales, credit control documentation, sales, administration & assure daily, weekly & monthly sales reports for achieved sales.

**Accounts & Finance Manager –** *Daga Kirit & Associates, Bhopal, India*

* Supervised Accounts & Audit Departments and responsible for the preparation of monthly forecast for reviews and approval. Prepared various monthly reports, schedule and controls. Liaised with Bankers & Internal Auditors
* Administered monthly management information reports and engaged in cash flow management as well as project reports.

**Accountant cum Auditor Assistant –** *Pradeep Jagtap & Associates, Pune, India*

* Carried out Accounts up to Finalization of Industrial Undertakings, Hotels, Educational Institutes, Partnership Firms and Software Companies. Conducted Internal Audit for Banks & other Organizations as well as Tax Audit & Tax Planning.

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***Professional Development***

* IELTS - British Counsel (7 band) Apr 2010
* Advance Diploma in Systems Management (NIIT) Dec 1997

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***I.T. Proficiency***

* Advance Diploma in Systems Management & Networking from NIIT - FoxBASE,
* LAN, Windows, Spreadsheets, UNIX, C + +, RDBMS Packages
* Software Packages: Tally, MS office, M-Files
* E.R.P. Package: Oracle, Kerridge, Microsoft Dynamics

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| **Personal Details** |

Nationality : Indian

Date of Birth : 31st Dec 1976

Marital Status : Married

Visa Status : Employment Visa

Languages : English, Hindi, Urdu & Basic Arabic

Driving License : UAE Driving License

Reference : Available upon request