

**ARSLAN**

**Arslan.235978@2freemail.com**

**CAREER OBJECTIVE:**

A results oriented professional with proven abilities in managing projects and improving efficiency of operations. Able to identify areas of strength and weakness and implement company policies, standards, changes in operation and systems that optimize productivity and bottom line. Demonstrated ability to motivate staff to maximum productivity and control cost through the most effective uses of manpower and available resources.

**PROFESSIONAL WORK EXPERIENCE:**

**Organization: Bandial Transport Company**

**Tenure: January 2013 – March 2015**

**Designations: Assistant Manager Warehouse**

**Responsibilities:**

**Assistant Manager Warehouse (October 2013-March 2015)**

* Maintains receiving, warehousing, and distribution operations by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures.
* Safeguards warehouse operations and contents by establishing and monitoring security procedures and protocols.
* Controls inventory levels by conducting physical counts; reconciling with data storage system.
* Maintains physical condition of warehouse by planning and implementing new design layouts; inspecting equipment; issuing work orders for repair and requisitions for replacement.
* Achieves financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
* Completes warehouse operational requirements by scheduling and assigning employees; following up on work results.
* Maintains warehouse staff by recruiting, selecting, orienting, and training employees.
* Contributes to team effort by accomplishing related results as needed.

**Executive Officer HR & ADMIN (April 2013-September 2013)**

* Pays employees by calculating pay; distributing checks; maintaining records.
* Documents human resources actions by completing forms, reports, logs, and records.
* Managing the day-to-day operations of the office.
* Organizing and maintaining files and records.
* Planning and scheduling meetings and appointments.
* Making travel and guest arrangements.

**Executive Officer Road Operations (January 2013-April 2013)**

* To design and maintenance of bus routes.
* The implementation of security services at public transport system.
* The implementation of regulation and enforcement measure.
* Community liaison and complaints,
* Management of service level agreement, e.g RTA enforcement force, Punjab police
* To monitor store and workshop inventories

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**Organization: National Database and Registration Authority**

**Tenure: January 2011 – December 2012**

**Designations:** [**Supervisor Operations**](https://www.linkedin.com/title/supervisor-operations?trk=mprofile_title)

**Responsibilities:**  (e.g. Emirates Identity Authority)

[**Supervisor Operations**](https://www.linkedin.com/title/supervisor-operations?trk=mprofile_title) **(January 2011-December 2012)**

* Analyzing performance metrics and charting out plans for improvement in training, compliance and service standards.
* Monthly meetings with the operations team to discuss issues and trends on critical performance metrics.
* Monitor the overall functions of processes handled; identify improvement areas within the team and implement adequate measures to maximize customer satisfaction level.
* Best practice sharing with different functions towards overall process development.
* Analyzing performance and providing valuable feedback as well as charting out plans for improvement in quality, compliance and service standards.
* Handle new hiring, provide product and process training till they are aligned on the compliance standards.
* Assigned to identify, investigate and report fraudulent employees from other country locations based on the service level agreement with our clients.
* An evaluation to indicate needed corrective responses.
* Constantly work along with stakeholders and customers to promote service improvement on an on-going basis.
* Attend regular internal and external progress and review meetings.

**Project Assistant (May 2011-December 2011)**

Worked on mentioned projects, like as

***NADRA e-Sahulat***

In this project I worked as Supervisor. My main responsibilities include Conduct quality control for work performed by independent contractors and Support cost saving development initiatives and delivery process improvements.

 ***Citizen Damage and Compensation Program, CDCP***

Develop and maintain relations with clients as required establishing correct interfaces and presenting professional image.

***Multi Biometric ID Card***

Tracks applicant’s application through-out the life cycle of processing and resolve their concerns and complaints.

**Customer Services Executive (January 2011-April 2011)**

* Resolve customer complaints via phone and email.
* Suggest best solution of problems.
* Work with customer service manager to ensure proper customer service is being delivered.
* Interact with multiple online systems while speaking with customers.



**Organization: United Nations Development Programs, BIOSALIN-II**

**Tenure: January 2010 – November 2010**

**Designations: Social Organizer**

**Responsibilities:**

* Carry out Social Mobilization in urban communities, conducting participatory appraisals and awareness.
* Identify problems and examine solution before incorporating them in final resolutions by the community.
* Establish and develop village organizations.
* Carry out linkage building activities to bridge the community and outside agencies both Government and non-government.
* Provide regular progress reports to the City Manager on the activities in relation to the work plan and establish a well defined monitoring system.
* Be responsible for administrative, logistical and financial management of the assigned unit.

**ACADEMIC EDUCATION:**

 **EXAMINING BODY: YEAR**

* Bachelor of Sciences (Hons) University of Sargodha, Sargodha 2010
* Intermediate Board of Intermediate and Secondary Education, Sargodha 2006

**COMMUNICATION AND INTERPERSONAL SKILLS:**

* Outstanding command over verbal and non-verbal communicative & interpersonal skills.
* Strong organizational, managerial, problem solving, interpersonal and negotiation skills.
* Confidently able to work independently or in a team to deal effectively with educators & employees.
* Flair to organize & prioritize tasks to meet deadlines.
* Ability to manage multiple projects with minimal supervision.
* Have a good level command over English and Urdu Languages.

**CERTIFICATION/ ADDITIONAL SKILLS:**

**IELTS** Australian Education Organization.

**CCA** MS OFFICE well versed with the usage of INTERNET, EMAIL

**INTERESTS AND HOBBIES:**

Hobbies include anything to do in arts, music, poetry, reading historical books, philosophy and all religious books. Enjoy and actively participate in a wide variety of sports, political discussions, and creative activities.

**PERSONAL INFORMATION:**

**Date of Birth** : April 11, 1989

**Religion**  : Islam