

Mohammad Irfan Mahmood

Operations and Supply chain professional.
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Profile Summary

Dynamic and results-oriented operations and supply chain professional with 7+ years of expertise in supply chain management, logistics, procurement, and sales operations across retail, e-commerce, and manufacturing industries. Skilled in vendor negotiations, streamlined logistics coordination, strategic cost management, revenue growth and high-impact process improvement, with a track record of cross-functional success in multicultural settings. Aspiring MSc supply chain management graduate, eager to contribute to dynamic environments. Proven ability to multitask, work under pressure, and strategic decision making while ensuring seamless, error-free operations.

Skills

- **Organisational skills:** Inventory management, procurement, logistics management, operations management, vendor & supplier management, fleet management, 3PL, Inbound & outbound logistics, industry regulatory compliance management, order processing, sales performance monitoring, performance monitoring & reporting, budgeting and financial performance, project management, resource allocation, export documentation & compliance, logistics & freight management
- **Professional skills:** Time management, critical thinking, negotiation, problem solving, adaptability, customer focus, cross-functional collaboration, client acquisition, communication, persuasion, resilience, data-driven decision making, cost reduction, SLA compliance, waste minimisation, and risk management, forward thinking, flexible and pragmatic.
- **Leadership & management:** Strategic planning, training & development, conflict management, stakeholder management, strategic business development and team handling.
- **Technical skills:** Advanced MS Excel, CRM, Arena Simulation, Microsoft Office Suite, Salesforce, SAP ERP.

Education

Master's degree in supply chain & operations management (**CIPS, CMI, CILT Recognised**) | Aston University, Birmingham, UK | 2023 – 2024.

Bachelor's degree in mechanical engineering | Integral University, India | 2012 – 2016.

Professional Experience

Operations assistant | Sports direct | Birmingham, UK.

Nov 2023 to the present.

- Managed logistics and inventory across multiple luxury brands (Nike, Adidas, Armani, Lacoste, etc.).
- Assisted in stock management by receiving deliveries, replenishing inventory, and maintaining accurate records.
- Supported store operations by managing product displays, ensuring proper labelling, and assisting sales teams with stock availability.
- Maintained operational efficiency by following company procedures, ensuring compliance with health & safety standards, and supporting process improvements.

Sales operations manager | Fabwayz | Delhi, India. (Moved to UK for master's in supply chain and operation).

Nov 2022 to Aug 2023.

- Managed daily sales operations, ensuring timely order processing, accurate invoicing, and seamless coordination between sales and fulfilment teams.
- Assisted in pricing decisions and inventory planning by analysing sales trends and coordinating with procurement to maintain optimal stock levels.
- Tracked shipments, resolved delivery issues, and ensured customer satisfaction by independently managing logistics and warehouse coordination.
- Monitored sales performance, prepared reports on revenue trends, and provided insights to management for improving sales strategies and operational efficiency.

Assistant operations manager | BYJU's | Delhi, India. (Switched due to company ceasing operations in India and mean time received an offer from Fabwayz).

Aug 2019 to Nov 2022.

- Led a high-performing team to process 500+ weekly orders, ensuring smooth operations and achieving a 96% on-time order processing rate.
- Provided training, implementing SOPs, tracking performance, and resolving operational challenges to improve efficiency.
- Built strong relationships with distribution and logistics partners, reducing delivery delays and streamlining order fulfilment.
- Oversaw inventory alignment with sales demand, ensuring optimal stock levels, reducing order cancellations, and improving replenishment accuracy.
- Coordinated with 3PL and marketplace partners like Amazon FBA and blue dart to ensure timely shipments, resolve logistical bottlenecks, and enhance overall delivery efficiency.

Operations supervisor | GVK | Delhi, India.

June 2016 to Aug 2019.

- Successfully managed GPS-tracked LMV and truck fleets, overseeing maintenance, servicing, and scheduling while coordinating with drivers and Tata & Ashok Leyland workshops to minimise downtime and ensure on-time deliveries, enhancing overall operational efficiency.
- Negotiated with 30+ suppliers, optimising procurement costs and establishing strategic vendor partnerships to streamline engine repairs and expedite parts delivery, ensuring uninterrupted service even in remote areas.
- Implemented JIT, EOQ, and Cross-Docking strategies, achieving 98% replenishment consistency, reducing holding costs by 20%, and minimising stockouts and shrinkage while maintaining a 99.9% quality standard.
- Spearheaded logistics process improvements, optimised delivery schedules, and ensured 97% OTIF and 98% OTD rates through enhanced carrier procurement, multimodal logistics, and real-time tracking, reducing lead times and boosting supply chain efficiency.
- Led cross-functional teams in standardising operations, implementing SOPs, and introducing workflow automation, which enhanced productivity and service quality while ensuring adherence to compliance standards.
- Developed robust risk management strategies, closely monitoring vendor performance and procurement activities, driving cost reductions, process improvements, and building a resilient and agile supply chain.

Postgraduate Projects

- **Global E-Bike Procurement:** Negotiated with dealers across Africa, China, and Europe to secure high-quality products at optimal costs. Evaluated lead times and logistics risks and guided strategic shop setups.
- **Lenovo Supply Chain Mapping:** Identified supply chain challenges and proposed risk mitigation strategies.
- **Supermarket Simulation:** Developed a real-time simulation for Sainsbury's, reducing wait times and optimising workforce efficiency.
- **Airbnb Analysis:** Conducted operational and financial analysis for strategic decision-making.
- **Logistics Optimisation:** Analysed costs and trade-offs to recommend optimal transportation options.
- **E-Procurement:** Collaborated with Decathlon's Global Buyer on procurement processes.
- **Industrial Visit to Aldi:** Learned warehouse operations, planning, product display strategies, R&D, and mitigation for trending seasonal items.

Certifications

- CMI Level 7 Certificate in Strategic Management and Leadership Practice | Chartered Management Institute | P05164790
- Lean six sigma green and white belts | Coursera | 2022.
- Sap pm module | Coursera | 2022.
- Ethical procurement and supply certificate | CIPS | 2024.
- Supply Chain Foundations: Analytics | LinkedIn | 2024.
- Industrial training at Indian railway mechanical workshop | RDSO Indian railways | 2016.

Accomplishments

- Earned the "**Best Student Award**" in Supply Chain Management for outstanding academic performance.
- Recognized with the "**People's Manager Award**" for leading a successful pilot project across three states, establishing efficient operations, and achieving revenue targets.

Personal dossier

- Date of Birth: [22/02/1996]
- Languages: English (Fluent), Hindi (Native), Urdu.