



# Mohammed Rayees Ahmed

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## Operations Leader | Supply Chain & Logistics | E-commerce | Fleet & IT Systems

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## Professional Summary

Results-driven Operations Manager with 12+ years of experience in optimizing logistics, supply chain, and IT systems across e-commerce and fleet operations. Adept at improving operational efficiency, reducing costs, and leading cross-functional teams. Skilled in ERP platforms, KPI analytics, and digital transformation to align performance with strategic objectives.

## Core Competencies

Operations Strategy | Logistics & Supply Chain | Fleet Management | IT System Integration | ERP (SAP, Power Apps) | Process Improvement (Lean, Six Sigma) | E-commerce Fulfillment | Team Leadership | Data Analytics | Customer Experience | Cost Optimization | Vendor Management | Agile Project Tools (JIRA, MS Project)

## Professional Experience

Head of Operations & IT | Musafircab Private Limited, India | Sep 2023 – Oct 2024

- Led a 50+ vehicle fleet; improved utilization by 30% and cut downtime by 25%.
- Automated reporting using Power Apps, cutting manual time by 40%.
- Reduced fleet breakdowns by 25% via SOPs and maintenance plans.
- Improved customer retention by 15% through feedback systems.
- Enhanced delivery efficiency by 20% via KPI-based coordination.

Operations Manager | Alay Mart Private Limited, India | Jun 2016 – Aug 2023

- Launched e-commerce logistics, achieving ₹2M monthly revenue.
- Managed 40+ team members across logistics and customer service.
- Cut delivery time by 35% via route optimization and warehouse changes.
- Drove 20% YoY growth through process and CRM improvements.
- Boosted satisfaction scores by 20% by automating support and returns.

Survey/Test Engineer | Prithvi Information Solutions Limited, India | Aug 2010 – Apr 2016

- Delivered 2G/3G rollout projects for major telecom clients.
- Improved QoS by 15% through mobile network troubleshooting.

- Achieved 95%+ issue resolution using TEMS & GENEX tools.
- Increased audit pass rates by 30% through drive test accuracy.

## **Education**

Bachelor of Technology in Electronics & Communication Engineering  
Jawaharlal Nehru Technological University, India

## **Technical Skills**

MS Office, Power Apps, MS Project, SAP, JIRA, TEMS, GENEX Probe, Global Mapper, Python (Beginner), Windows 10/11

## **Languages**

English, Hindi, Telugu, Urdu

## **Additional Information**

Passport: V4573622 (Valid till Nov 2031)  
Valid UAE Residence Visa