



# MOHAMMAD SABIR MUSTAQUEEM

## Operation Manager

### About Me -

Driven professional committed to excellence, eager to join and bolster a dynamic team with a strong work ethic, goal-oriented approach, and a dedication to contributing to organizational success.

### Experience -

**Mar 2018 – Oct 2023**

**Operation Manager - Shree Buddha Services – Bihar & Jharkhand – India**

#### Key Role -

- Optimized supply chain compliance. Managed B2B & last-mile deliveries
- Processed 600K+ packages efficiently. Generated key district-level reports
- Prepared invoices, purchase orders, and bills with meticulous accuracy.
- Administered payroll and expenses for approximately 400 employees, ensuring accuracy and timely approvals.
- Addressed customer and client inquiries promptly, maintaining high satisfaction within designated timelines.
- Streamlined supply chain operations, ensuring compliance across multiple hubs.

**Aug 2013 – Feb 2018**

**Assistant Manager - Zero Mass Pvt Ltd – Bihar & Jharkhand - India**

#### Key Role -

- Led 348 CSPs (SBI) in 9 districts as Zonal Head for Zero Mass Pvt Ltd
- Key player in 'Financial Inclusion' to bring banking to underserved
- Managed SBI CSP appointments for seamless block-level integration
- Drove the extension of core banking services to rural areas via individual kiosk setups, enhancing financial accessibility.
- Compiled and dispatched daily transaction and revenue reports, along with various Management Information Systems (MIS), for district-level analysis to the Project Manager.
- Managed all aspects of field operations, upholding the highest standards of service delivery and operational management.

**June 2008 – July 2013**

**Zonal Coordinator - Karvy Data Management Pvt Ltd – Bihar & Jharkhand - India**

#### Key Role -

- Managed comprehensive CAF (Customer Application Form) processing, including pickup, KYC verification, and activation of customer numbers from distributor points with efficient & accurate data entry operations.
- Maintained and updated databases resulting from Data Entry activities, ensuring data integrity.
- Supported Zonal Sales and Compliance teams with operational assistance.
- Oversaw field operations and managed the entire operational workflow.

#### 2<sup>nd</sup> Project -

- Spearheaded the Aadhar enrollment process for Indian residents, ensuring compliance with government mandates.
- Managed multiple enrollment centers, optimizing operational efficiency.
- Oversaw the secure uploading of enrollment packets and the maintenance of data backups, including physical documentation.

**Nov 2003 – May 2008**

**Data Entry / Sales Bill Auditor – Al Rahden Cleaners – Riyadh - KSA**

#### Key Role -

- Spearheaded end-to-end operational supervision for data entry & sales bill entry & audit.
- Executed meticulous data entry and financial auditing for sales and cash transactions in the laundry industry.
- Conducted comprehensive bill audits across multiple branch locations.
- Served as an Operations Supervisor at various branches, enhancing process efficiency and accuracy.

### Contact

#### Phone

+971-0563950128

#### Email

Sabir42315@gmail.com

#### Address

Al Khawaneej 2 - Dubai - UAE

### Education

2015

MBA – Marketing & HR

Karnataka State Open University

2001

Bachelor of Arts

Siddhu Kanhu University

1997

Intermediate with Science (ISc)

BIEC (Patna)

1995

Matriculation (BSEB – Patna)

\*\*\*

2001

Diploma in Computer Application  
from Aptech

### Expertise

Management

Operations

B2B

Supply Chain

Customer Service

Data Management

Coordinating

Reconciliation

Indexing

Banking Services

Data Entry

### Language

English

Arabic

Hindi