



PROFILE

Highly accomplished professional with extensive experience in managing logistic programs that exceed productivity goals. Astute in identifying operational requirements, creating action / implementation plans, and effectively coordinating with the cross functional teams to achieve objectives. Demonstrated ability to implement effective process control and quality improvement initiatives.

CONTACT

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SHAZAAN NAGOOR

Manager operations

EDUCATION

University of Northampton

March 2020 – June 2021

Master of Business administration (MBA)

Pearson Assured

July 2019 to March 2020

Executive Diploma in Strategic & Innovation Management

PROJECTS

2018 April I was asked to undertake the responsibility to complete of LK Road Map.

The time of undertaking this assignment and within the time frame of 1 year I was able to successfully launch 17 hubs in and around Sri Lanka. The Hubs which are fully operational is somewhat recognized as one the most vital necessities in an operation of this nature. This task of introducing hubs in main cities and of course easy access to deliver merchandise destined to customers are delivered within the shortest time possible. Thereby customer complaints regarding delays attributed to receiving merchandise is at zero level.

SKILLS

- Ability to motivate a team to perform at the highest level by inspiring a shared vision and empowering them to act
- Proven ability to apply sound business judgment to establish and accomplish goals
- Knowledge of concepts, practices and procedures used in field operations and transportation regulations
- Excellent interpersonal, communication, organizational, analytical and time management skills
- Demonstrated ability to build professional rapport, effectively lead a team and positively influence diverse groups

PROFESSIONAL EXPERIENCE

Since our founding in 1982 we have grown to become a world leader in comprehensive transport and delivery solutions for business and consumers. Headquartered in Dubai, at the heart of the world's most dynamic commercial hub and on the site of historic trade routes linking east and west, commerce and transport are deeply embedded in Aramex's DNA. We are dedicated to transforming the face of trade, expanding our operations rapidly to better connect businesses and consumers worldwide.

Aramex Lanka (Pvt) Ltd.
Ground Operation Manager
April 2023 to April 2024

- Managing the full operations end to end (inventory management, pick- delivery process, property/asset management, operational standards, expense control, maintenance related).
- Inventory management: Ensure correct processes, policies and proper execution of inventory management
- Property / Asset management: Proper management of the property and facility, plus asset management and tracking.
- Managing Productivity, work standards, and development of staff.
- Monitoring and managing the branch costs VS budget for the section.
- Ensuring continuous improvement of current performance VS accepted standard/best practices
- Monitoring financial and operational performance of each store and initiating required actions for improvement.
- Controlling and ensuring that equipment, infrastructure, etc. in stores are used and maintained properly.
- Developing action plans with the department manager to address weak areas in need of improvement.
- Instituting training and developmental programs for staff and monitoring effective implementation.
- Ensuring proper implementation of merchandising and space planning guidelines in branches.
- Develop preventive and regular maintenance plans
- Report and monitor KPIs and performance SLAs
- Identify and solve logistics performance related problems by analyzing and deriving insights from large, complex sets of data
- Lead supervisors/trainers related to logistics performance KPIs
- Work alongside country sales & marketing teams on actions and activities to drive performance forward for own delivery
- Provide weekly updates to country management on projects & performance progress
- Work closely with the assigned 3PL(s) as their Account Manager
- Communicate on a daily basis with the assigned 3PLs for riders' performance.
- Work closely with the 3PL supervisors to improve the performance of the riders.
- Highlight the poor-performing riders to the assigned 3PL supervisor.
- Ensure that proper training is given periodically to the assigned 3PLs' riders and work closely with the 3PL supervisor to participate in the training process.
- Distribute the tasks to Team Leads & fleet coordinators, and follow up on their progress.
- Report any difficulties the 3PLs are facing that prevent them from performing well.

Daraz Part of Alibaba Group is the leading E-Commerce platform in South Asia, headquartered in Singapore and operating in Sri Lanka, Pakistan, Bangladesh, Nepal, Myanmar. Daraz Express (DEX) is the logistics operations arm for Daraz South Asia.

March 2018 to March 2023

Operation Manager Linehaul and Sort

Feb 2020 – March 2023

- Set effective Key Performance Indicators (KPIs) to ensure that productivity levels of each operation are met on a daily basis
- Actively collaborating with other teams to improve efficiency
- Designing and implementing new processes to improve the quality of service, increase productivity and ensure cost optimization
- Line haul cost performance and management in sync with Business finance.
- Auditing of Bills & payments of Fleet operators. Ensuring no delays in payments of vendors because of approvals, Bill Submission.
- Manage a team of operations leads to ensuring all service level agreements (SLAs) & KPIs are met according to the set targets
- Involved in the recruitment of headcounts to support the ground operations team
- Analyze daily productivity data, optimize manpower management & production capacity
- Ensuring compliance of the team to the set standard operating procedures.
- Provide quick solutions for ad-hoc operational issues and implement long term preventive

Regional Operation Manager

2018 Mar – 2020 Feb

- To lead the planning, development and delivery of effective, efficient and sustainable services across the hubs.
- Ensure that people, financial and customer service performance is delivered in line with budgets and KPI's
- To initiate, develop and maintain effective external facing relationships to enhance the Daraz profile and brand across the regions.
- Improve regional processes, policies and practices so as to achieve the Company's goals and ensure regional stores adhere to Companywide laid down rules and guidelines.
- Assist in the recruitment of staff, establish work schedules for staff being put in place, and evaluate staff performance at the end of a given period.
- Check on individual branches to make sure they are fully stocked and operational.
- Work hand in hand with top management in order to develop and implement new plans/ideas that will enhance the operation of the Company at large.

Naqel Express Regional Operational Coordinator (Saudi Arabia)

2015 October to 2017 October

- Operational Coordinator Responsible for overall operation of North Province which includes Madinah, Tabuk and Al Jouf
- Handling day-to-day operation of Madinah City and guiding a team of 50 employees to achieve service levels and organizational goals.
- Handling and monitoring inbound and outbound process of express shipments and full trailer load ensuring timely deliveries on daily basis.
- Organizing and ensuring pickups from the Clients on daily basis and timely connections to other provinces and cities in KSA.
- Ensuring effective allocation of fleet for customer with special requirement.
- Responsible for the smooth flow of operation as per the ISO 9001 guidelines, record keeping, and data management.
- Single point of contact for operation with customer service, Sales, Accounts, Security and Human resource departments.
- Manage work force availability throughout the shifts by effective planning of emergency leave and Vacation.

Yemen Catering Services (Yemen) – Store Controller

2011 Feb to 2012 Feb

I was responsible of following tasks to compile records concerned with ordering, receiving, storing, issuing, and shipping materials, supplies, and equipment. Compiles data from sources, such as contracts, purchase orders, invoices, requisitions, and accounting report and writes, types, or enters information into computer to maintain inventory, purchasing, shipping, or other records. Further, the Project Site YLNG being a Site which is Managed and handled by French Nationals, I had the opportunity to undergo an impressive hygiene and Safety training program the handling of storing various Food, Beverages and Chemicals.

Hyundai Heavy Industries Co., - Construction Project Coordinator (Kuwait)

2005 April – 2008 April

Joined as an OFFICEASST. PERSONAL AFFAIRS AND PROCUREMENT EXPEDITOR and thereafter was elevated to the Position of ASST. PROJECT CO-COORDINATOR since June,2007 and which assignment I had executed up till end of Contractual obligations of the Contractor.

As OFFICE ASST PERSONAL AFFAIRS ANDPROCUREMENT EXPEDITOR was totally responsible for supervision and renewal of residence of Company employees, plus the arrangement of Gate Passes/ Entry Permit – Leave preparation of vacation schedule, medical and outsourced contractual workforce, designated for execution of assignments identified within restricted zones of refinery. Had closely liaised between various local and Overseas Suppliers and had ensured the timely delivery of all materials in order to avoid work delays etc. etc.

While being assigned as Asst. Project Co-coordinator at North Kuwait Export Terminal Facility Expansion Project site, was chiefly instrumental in negotiating and finalization of Rates for and on behalf of Manpower Outsourcing, Rental and Planning &scheduling of Heavy haulage and Earth moving Equipment with respective Contracting Companies.

Fa Recruiting Agencies (Pvt) Ltd.- Operation Manager

2001 Feb – 2005 Jan

In its capacity as an OPERATION MANAGER was delegated the responsibility to Identify, Select and Shortlist potential candidates for final interview by delegate(s) nominated by overseas Principals against inquiries forwarded and thereafter Screen, complete Sri Lanka Govt. sought after the Sri Lanka Foreign Employment Bureau authorities etc. and ensure timely deployment of selected workforce to their respective destinations.

LICENSE AND CERTIFICATE

- Completion of Speech craft Toastmasters International Issued on December 2022.

REFERENCE

- Reference will be provided on request.