



Muhammad Junaid Younas

Operations & Processing Supervisor



Professional Summary

Results-driven professional with over 5 years of experience in operations and processing within multinational environments. Demonstrated expertise in optimizing workflows, driving operational efficiency, and delivering exceptional results. Proven track record of effectively managing cross-functional teams and ensuring seamless coordination across departments.



Work History

2020-10 -
Current

Fleet Operations Supervisor

Compliance Wizard Inc, Calgary

- Managed fleet operations, including vehicle maintenance and driver scheduling.
- Oversaw compliance with safety regulations, maintaining accurate records and ensuring adherence.
- Obtained different operating licenses, prorated applications, and permits..
- Ensured compliance with international regulations and maintained accurate records.
- Developed and implemented preventive maintenance programs, reducing breakdowns and minimizing downtime.
- Led team of drivers, providing training, support, and performance evaluations.
- Assisted in managing client relationships, addressing inquiries, and resolving any issues promptly.
- Strong knowledge of fleet maintenance, logistics, compliance, and regulatory requirements.
- Excellent communication, negotiation, and



Contact

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Skills

Operations Management



Process Improvement



Fleet Management



Logistics Coordination



Data Analysis



Customer Relationship Management



Problem-solving



Communication Skills



Compliance with International Regulations



Software Proficiency (e.g., Salesforce, CRM, ERP, Project Management tools)



problem-solving skills, with customer-centric approach.

Excellent

Compliance

●●●●●
Excellent

2017-06 -
2021-09

Operations Manager

ATWICS Group, Islamabad

- Supervise team of 20+ employees, providing guidance, training, and performance evaluations to ensure achievement of operational goals
- Led and managed operations and processing department, overseeing all aspects of daily operations within multinational company.
- Coordinated cross-functional teams across multiple locations, fostering collaboration and maximizing team performance.
- Conducted in-depth data analysis to identify trends, areas for improvement, and implemented effective solutions.
- Maintained strong client relationships, ensuring high levels of customer satisfaction.
- Prepared and presented comprehensive reports to senior management, highlighting key performance metrics and proposing strategies for further enhancement.
- Successfully achieved operational targets, consistently meeting or exceeding key performance indicators.

Software

MS Office

●●●●●
Excellent

MS Suite

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Excellent

CRM & Salesforce

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Excellent

Spreadsheet & Quickebooks

Languages

English, Urdu & Punjabi



Education

2015-02 -
2017-03

Master of Science

F.U.U.A.S.T Islamabad - Islamabad, Pakistan