M. Bilal Siddiqui

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SUMMARY

Experienced and detail-oriented Data Analyst with a background in supply chain and operations management. Skilled in data manipulation, interpretation, and visualization. Strong analytical, leadership, and collaboration abilities, with a dedication to continuous learning and professional development.

KEY SKILLS

Data Analysis	Procurement & Contracts	SQL Data Management
Python and R	Operations Management	Process Optimization
BI Tools (Tableau, Power BI)	Six Sigma Methodology	Communication & Presentation

PROFESSIONAL EXPERIENCE

DP World   **Port Qasim, Karachi**
Supply Chain Analyst   *Dec 2022–Present*

- Developed a procurement dashboard in Power BI, highlighting KPIs and actionable insights for the procurement team, resulting in a 40.44% improvement in the annual PR to PO cycle time.
- Conducted supplier qualifications for the top 30 strategic suppliers, with the total spend of items or services procured from these suppliers exceeding $21 million in the past three years.
- Collaborated with Engineering, Admin, IT, and HSE departments for Annual Procurement Plan, resulting in the creation of over 20 Blanket Purchase Agreements.
- Published monthly and quarterly departmental highlights reports for stakeholders. Used DAX in Power BI to create measures and develop compelling visuals for the reports.
- Analyzed procurement data to discover trends and insights, fostering enhanced supplier relationships and facilitating cost-saving measures for the organization.
- Collected first-party data from various sources and contributed to data-driven decision-making and strategic initiatives within the organization.
- Developed Oracle Fusion SOPs including purchase requisition processing, purchase order creation, supplier registration, and developed a guide for suppliers on quotation submission.
- Collaborated with the head office IT to implement enhancements for the SCM-Procurement module.
- Managed supplier registration, qualification processes, and monitored supplier performance to ensure seamless supply chain operations.
- Managed the complete lifecycle of over 30 contracts, from creating ITTs, conducting bid openings, evaluating suppliers, ensuring compliance with legal requirements and awarding contracts.

PTCL   **Gulshan-e-Iqbal, Karachi**
Assistant Operations Manager   *Apr 2022–Dec 2022*

- Analyzed data and improved regional KPIs, reducing Mean Time to Resolve (MTTR) from 30 to 18 hours and complaints resolution denial rate from 6% to 2%.
- Delivered training on Network Analyzer Fiber (NAF) portal to operations teams across 5 exchanges, enabling 20+ members with advanced data analytics skills to diagnose and resolve customer issues.
- Collaborated with NOD and BO teams to investigate and address root causes of low Customer Happiness Index (CHI). Resolved issues with abnormal power levels in fiber access terminals, scheduled maintenance activities, resulting in CHI improvement from 79% to 88%.
- Chosen as KTR-3 region's representative for a one-week GPON ODN planning and design training. Used ARC-GIS software to create an ODN plan for Radio Pakistan Society.

- Recognized with a certificate of service excellence by the Executive Vice President for leveraging data analytics to drive operational efficiency and customer satisfaction.

PTCL   **Gulshan-e-Iqbal, Karachi**
Management Trainee   *Oct 2021–Apr 2022*

- Managed field teams consisting of over 15 linemen and 3 supervisors, ensuring seamless service delivery to GPON customers of Gulshan Exchange.
- Oversaw and supervised the Provisional Acceptance Tests for newly installed Fiber Access Terminals (FDH 7004 and 7004A), ensuring adherence to operational requirements.
- Effectively coordinated with cross-functional teams including sales, quality, store, and technical departments to streamline operations and enhance overall efficiency.
- Received recognition as one of the top performers in PTCL's OrganiCer's 15-day learning challenge, demonstrating a strong dedication to continuous development.

Martin Dow   **Korangi Industrial Area, Karachi**
Final Year Project Intern   *Sep 2020–Sep 2021*

- Executed a final year project focused on enhancing productivity by eliminating wastes (delays) from the manufacturing process, resulting in improved operational efficiency.
- Applied Lean tools including Time-Motion Study, Gemba Walk, Value Stream Mapping (VSM), and Overall Equipment Effectiveness (OEE) to identify areas for improvement and optimize workflow.
- Streamlined the inspection process by eliminating delays and implementing updated procedures, leading to a significant reduction in lead time.
- Achieved annual savings of over 200 production hours by implementing line-balancing techniques and eliminating delays in manufacturing processes, resulting in increased productivity and cost efficiency.

EDUCATION

NED UNIVERSITY   **University Road, Karachi**
Bachelor of Engineering (Industrial & Manufacturing)   *Nov 2017–Oct 2021*
CGPA: 3.75/4.00

CERTIFICATIONS

Supplier Audit Training   **DP World, Karachi**
Certificate of completion by SGS (SMETA Audit)   *May 2024*

Google Data Analytics   **Coursera**
Certificate of completion by Coursera (Spreadsheets, SQL, Tableau and R)   *July 2023–Dec 2023*

Power BI Mastery   **DP World, Karachi**
Certificate of participation by Pakistan Society for Training and Development   *Oct 2023*

Registered Engineer   **Karachi**
Certificate of registration by Pakistan Engineering Council   *Aug 2022*

ODN Planning and Design Training   **PTCL Training Centre, Karachi**
Certificate of participation by PTCL   *May 2022*

Six Sigma Yellow Belt   **LinkedIn Learning**
Certificate of completion by LinkedIn Learning   *May 2021*