



# Mujeeb Azam

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**Home:** 44000 Islamabad (Pakistan)

## WORK EXPERIENCE

### Operations Associate

**Adventure Tours** [ 01/04/2023 – Current ]

City: Islamabad

Country: Pakistan

- Managed all the bus maintenance work on Coach Manager and Vehicle Maintenance System.
- Created a reporting dashboard on Excel for pre and post-inspection of Buses
- Managed drivers queries working on the road in USA.
- Collaborated with US-team to build a standardized system for drivers on-boarding.
- Managed the VMS defects system and enhanced its efficiency.

### Senior Operations Associate

**Truck It In** [ 16/11/2021 – 30/04/2023 ]

City: Islamabad

Country: Pakistan

- Managed and led a team of 10 in Islamabad operations
- On-boarded new customers and vendors
- Led numerous projects like PODs and Payment automation
- Contributed to cross-department strategy building
- Built operational processes related to payments and POD from scratch
- Managed and maintained the drivers' data in the dispatch system
- Tracked and monitored the in-transit vehicle routes and provided support, if needed
- Created an automated document management framework to ensure the record and visibility of Proof of deliveries across 4 offices in Pakistan
- Collaborated with cross-functional teams like client success, and sales operations.
- Maintained client lists on CRM platform Hubspot
- Real-time coordination with drivers for the on-time delivery of goods
- Responsible for all the payments made to vendors
- POD's/EIR collection and recovery after the trip is completed

### Order Management Specialist

**Motive** [ 15/11/2020 – 30/11/2021 ]

City: Islamabad

Country: Pakistan

- Provided quick support and solutions to customers & internal stakeholders
- Cross-functional department collaboration with Sales, Billing, and Collection teams.
- Provided support to the US-based team to find the discrepancies in the customer database management and rectify it
- Provided assistance to Customer Success department with their internal queries and issues.
- Ensured positive customer experience by proactively managing and providing legal contracts to the customers
- Managed customer accounts and maintain documentation in CRM platform Salesforce
- Provided clients with a legal contractual agreement through Salesforce and Zuora
- Ensured on-time shipment of orders on a daily basis

## Senior Financial Data Analyst

**S&P Global Pvt Ltd.** [ 14/11/2016 – 16/11/2020 ]

City: Islamabad

Country: Pakistan

- Review annual and quarterly reports of companies and provided financial insight to the clients
- Managed financial data in the company's product based on financial standards of GAAP and IFRS.
- Designed and conducted training sessions for clients in US and EU.
- Trained and onboarded new hires in the department
- Managed and led the employees in a night shift role
- Attended queries and requests from various client departments to collect information in a timely manner
- Collaborated with US/India-based departments within a company to achieve the set target of on-time delivery of financial intelligence
- Mentored and coached 50+ new hires in 4 years

## EDUCATION AND TRAINING

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### MS Supply Chain and Retail Management

**Lahore University of Management Sciences** [ 27/08/2022 – 12/2023 ]

City: Lahore

Country: Pakistan

Website: <https://lums.edu.pk/>

### MBA - Supply Chain Management

**Bahria University, Islamabad** [ 01/09/2012 – 13/01/2016 ]

City: Islamabad

Country: Pakistan

Website: <https://bahria.edu.pk/buic/>

## LANGUAGE SKILLS

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Mother tongue(s): **Urdu**

**Other language(s):**

**English**

**LISTENING C1 READING C1 WRITING C1**

**SPOKEN PRODUCTION B2 SPOKEN INTERACTION C1**

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

## DIGITAL SKILLS

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Microsoft Office / Client on-boarding / CRM: Salesforce, Hubspot / Strong communication & negotiation / Process Improvement / Solution oriented approach / Financial Statement Analysis / Operations planning

## CERTIFICATIONS

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**Excel 2016 Essential training**

**Optimization and Simulation**

**Advance Communication Skills**

**Leading Change**

**Understanding Logistics**