Imran Qureshi

Operations Manager

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PROFESSIONAL SUMMARY

Operations manager with 11 years of experience in logistics and distribution, leading teams of 80 to 120 across warehouse, transport and customer service. Cut cost per order by 14%, raised on-time delivery to 97% and built shift systems that reduced overtime. Lean Six Sigma Green Belt, skilled in budgets, KPIs and vendor contracts.

WORK EXPERIENCE

Operations Manager, Northwind Logistics FZE — Apr 2020 – Present
Dubai, UAE

- Run a 60,000 sq ft distribution centre handling 9,000 orders a day with a team of 110 across 3 shifts.
- Raised on-time delivery from 91% to 97% by redesigning pick routes and adding a dispatch control tower.
- Cut cost per order by 14%, saving about US$420,000 a year, through slotting, labour planning and carrier renegotiation.
- Own an annual operating budget of US$6.5 million and report KPIs to the regional director each week.

Assistant Operations Manager, Kestrel Distribution LLC — Feb 2016 – Mar 2020
Abu Dhabi, UAE

- Led 4 shift supervisors and 60 staff in a cold-chain warehouse, keeping temperature excursions to zero in 2 audits.
- Cut inventory variance from 2.8% to 0.6% by introducing weekly cycle counts and root cause reviews.
- Introduced a daily management board that reduced overtime hours by 22%.

Warehouse Supervisor, Gulf Freight Services — Jun 2012 – Jan 2016
Sharjah, UAE

- Supervised 25 loaders and drivers and managed inbound and outbound scheduling for 40 trucks a day.

EDUCATION

MBA (Supply Chain Management), Heriot-Watt University, Dubai — 2014 – 2016
Dubai, UAE

B.Com, University of Mumbai — 2008 – 2011
Mumbai, India

CERTIFICATIONS

Lean Six Sigma Green Belt, Council for Six Sigma Certification — May 2019

Certified in Logistics, Transportation and Distribution (CLTD), ASCM — Oct 2021

NEBOSH International General Certificate, NEBOSH — Mar 2018

SKILLS

Warehouse operations | Supply chain | Budget control | KPI management | Lean and Six Sigma | Vendor management | WMS and ERP | Workforce planning | Process improvement | Team leadership

LANGUAGES

English — Fluent

Arabic	Professional
Hindi and Urdu	Native