

Jahangir Ahmed Butt

Human Resource and Operations Management

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SUMMARY

HRM Professional and Exceptional Operations Manager focused on successful team building, cost-cutting and operational improvements. Determined to cut costs without impacting quality of products and services. Reliable team player committed to building high-performing teams. R&D in organization, Team training, leadership and problem Supervise, hire and train employees. Devising operations related policies and SOPs. Organized and dependable person successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

EXPERIENCE

Operations Manager

Nova Group of Companies (Islamabad-Peshawar-Lahore) 09/2021 - 12/2023

- Implemented process improvement to shape organizational culture, optimize procedures for higher efficiency and help company evolve and grow.
- Directed day-to-day operations by spearheading implementation of short-term and long-term strategies to achieve business plan and profitability goals.
- Recruited, hired and trained crew members on application of projects, customer relations and customer service.
- Built strong operational teams (Accounts, Customer care and operations) to meet daily, weekly Monthly and quarterly objectives and ensure smooth business.
- Joint ventured with Zameen.com, Pakistan's biggest company in real estate organization, in sale and allocation of Executive Overseas Block.
- Lead a team of 30 persons to manage and reconcile online payments, updating plots inventory, marking sold units with specifications on lay out plan map.
- Successfully organized first and second balloting process of 2 projects along with separate residential and commercial units of 15000+ customers.
- Managed and updated all communications (written via company official letter, social media and calls) to ensure timely collection of monthly installments, dues and fines.
- Procured all necessary inventory and equipment for operations department.
- Evaluated performance of employees, motivated and encouraged them to achieve more by introducing reward system.

Human Resource Manager (HR Administration & Operations)

Aurangzeb and Waqar Co 01/2019 – 08/2021

- Handled sensitive employee and company information with highest level of confidentiality and discretion.
- Worked with management to create performance measurement, employee development and employee compensation strategies.
- Directed HR programs, policies and processes to improve operational efficiency. Provided vital feedback to leadership and department heads.
- Managed payroll, Compensation and benefits ensuring compliance with company's policy
- Resolved grievances and HR related queries and issues.
- Managed day-to-day, operational aspects of managing a workforce.
- Organized inclusive team and social events to build a strong culture

Store Supervisor

Butt Shoe Company 01/2014 – 01/2016

- Develop new Business and manage new existing clients and to meet the targets
- Established a Positive Flow of communication.
- Managed inventory inflow and outflow.
- Used LIFO/FIFO to decrease waste and unsold units and products.
- Incorporated use of MS Office to improve and update old record keeping system to a digital one.
- Generated reports to evaluate situations and areas of attention. Hired and trained new team members.

Professional Software Skills

- MIS and MS Word Excel Power Point.

Skills

- Operations Management
- Human Resource Management
- Team Building
- Strategic Planning
- Project Management
- Communication

EDUCATION

- **Bachelors and Masters in Business Administration
BBA Hon's (Management Sciences) & MBA HRM**

Institution: Foundation University Islamabad