



BILAL KHALID

OPERATIONS EXCELLENCE MANAGER

CONTACT

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📍 House no 76 street no 78
G-6/1-1 islamabad

EDUCATION

2004 - 2005

FBISE

- Matriculation, computer science

2008 - 2009

PUNJAB UNIVERSITY

- BB.com, Business/Commerce, General

SKILLS

- Operational Excellence & Process Improvement
- Lean Six Sigma (Green Belt concepts – In Progress)
- Workflow Optimization & SOP Development
- Data Analysis, KPIs & Performance Dashboards
- Change Management & Transformation
- Root Cause Analysis & Problem Solving
- Cross-Functional Leadership
- Compliance, Audit & Risk Management

PROFILE

Results-driven Operations & Administrative Professional with 15+ years of experience in driving operational excellence, process improvement, and organizational efficiency across diverse industries. Proven expertise in process optimization, workflow redesign, data-driven decision-making, and change management. Strong ability to implement SOPs, improve service delivery, and foster a culture of continuous improvement aligned with organizational goals. Lean Six Sigma professional (certification in progress) with strong understanding of Green Belt and Black Belt methodologies for structured problem-solving and process improvement.

WORK EXPERIENCE

- **CabCall Experts** 2024 - PRESENT
Operations Specialist
 - Led process improvement and workflow optimization initiatives, identifying inefficiencies and enhancing operational performance.
 - Conducted process mapping and reengineering to streamline operations and reduce delays.
 - Applied structured problem-solving approaches (Lean principles) to resolve recurring operational issues.
 - Developed dashboards and reports to monitor KPIs, productivity, and efficiency metrics.
 - Collaborated with cross-functional teams to align operations with business goals.
 - Supported data-driven decision-making through analysis of trends and performance data.
- **Insights Driven Research** 2024- 2024
Manager Facilities Administration
 - Implemented standard operating procedures (SOPs) to improve operational consistency and efficiency.
 - Identified and executed cost-saving initiatives through better resource and vendor management.
 - Ensured compliance with quality, safety, and audit standards.
 - Led operational improvements and facility transformation initiatives.

LANGUAGES

- English (Fluent)
- Urdu (Fluent)
- Punjabi (Fluent)

COURSES

Lean Six Sigma (Green Belt – Priority)

(Gaining expertise in DMAIC methodology, root cause analysis, process improvement, and waste reduction techniques.)

Power BI

(Power BI Certification – Developing interactive dashboards and reports to monitor KPIs and support business insights.)

Links:

LinkedIn:
<https://www.linkedin.com/in/bilal-khalid-5a6bb71a1/>

Pyramids Global (Pvt) Ltd.
Senior Admin/HR Officer

2022 - 2024

- Developed and implemented HR and operational SOPs, improving process efficiency.
- Conducted data analysis and reporting to support workforce planning and decision-making.
- Led improvements in recruitment, onboarding, and performance management processes.
- Facilitated training programs to build organizational capability and performance.
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C&W Transport

20217- 2020

Chief Operations Officer

- Led organizational transformation and operational excellence initiatives.
- Optimized workflows, improving efficiency and productivity across departments.
- Implemented change management strategies to support business growth.
- Monitored KPIs and operational performance to drive continuous improvement.
- Ensured compliance, risk management, and business continuity.
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Zeta Technologies Pvt. Ltd.

Administrative Executive

- Improved operational efficiency through workflow optimization and process improvements.
- Maintained reporting systems and supported audit readiness.
- Managed vendor relationships and service delivery performance.

PTCL

20211- 2017

Customer Support Executive

- Customer Assistance: Addressed customer queries via phone, email, and chat, ensuring timely and effective solutions.
- Issue Resolution: Troubleshoot problems and escalated complex cases to appropriate teams.
- Customer Satisfaction: Maintained high customer satisfaction through excellent service and follow-up.
- I contributed to customer retention and a positive brand experience.