

MUHAMMAD AFTAB

Operations Manager | HR Operations | Administration | Process Improvement
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PROFESSIONAL SUMMARY

Results-driven Operations Manager with 5+ years of progressive experience across technology, engineering, and heavy industries. Proven track record in HR operations, payroll management, procurement, vendor negotiation, contract management, and cross-functional team leadership. Experienced in leveraging AI-powered tools for performance monitoring and policy enforcement. Internationally experienced with a strong technical background, known for process improvement, stakeholder management, and driving operational efficiency in fast-paced environments.

CORE COMPETENCIES

- Administrative Operations & Office Management
- HR Operations – Onboarding & Offboarding
- Contract Management & Digital Signing
- KPI Tracking & Performance Monitoring
- Payroll Management (80+ Employees)
- AI-Powered Workforce Analytics
- Budgeting, Procurement & Vendor Negotiation
- Stakeholder Management & Cross-Team Coordination
- Process Improvement & SOP Implementation
- Resource Planning & Allocation
- Compliance, Documentation & Record Keeping
- Risk Management & Issue Resolution

PROFESSIONAL EXPERIENCE

CENTROX AI – Software Development & AI Solutions Provider | April 2024 – Present

Operations Manager

- Oversee day-to-day administrative operations for a 60+ member organization, ensuring seamless execution of all office and operational functions across departments.
- Manage end-to-end payroll for 80+ employees, ensuring 100% accurate and timely salary processing, deductions, and disbursement each month.
- Lead HR operations including onboarding & offboarding of 30+ employees, documentation, and full compliance with company HR policies.
- Support 4 cross-functional teams (Sales, Legal, Accounts, Tech) with operational needs, resource planning, and issue resolution to maintain workflow continuity.
- Drive budgeting and procurement strategy, managed 10+ vendor relationships and reduced procurement costs by ~10% through competitive sourcing and vendor negotiation.
- Prepared, reviewed, and managed 30+ client contracts with digital signing coordination, ensuring 100% compliance and on-time execution.
- Manage a 60+ seat office space, equipment, and facilities, maintaining zero operational downtime across all daily business activities.
- Track KPIs and operational metrics using ClickUp, Jira, and Excel; generate weekly and monthly performance reports for senior management.
- Implemented SOPs across 3+ departments, driving process improvement and boosting overall operational efficiency by ~15%.
- Resolve 95% of operational and technical issues within 24 hours using a structured problem-solving approach.
- Monitor employee performance and punctuality metrics end-to-end via a proprietary in-house AI platform, enabling data-driven policy enforcement, real-time tracking, and streamlined organizational compliance.

Self-Employed – Residential Construction Business | November 2022 – March 2024

- Founded and operated a residential construction business, successfully delivering **3 residential projects worth PKR 7–8 million**, managing end-to-end project delivery covering client dealings, site supervision, procurement, contractor coordination, and contract management.

Astro Power Systems – MES Approved Contractor | August 2016 – October 2022

Assistant Operations Manager

- Led procurement operations for 15+ active vendors including sourcing, purchase approvals, and inter-departmental coordination.
- Managed vendor billing and invoice verification for projects worth PKR 50M+, ensuring financial accuracy and documentation compliance.
- Conducted 100+ site visits for billing inspections and work-completion verification across multiple project locations.

- Prepared budgeting sheets and cost comparisons contributing to a 10% reduction in pre-procurement expenditure through data-driven resource allocation.
- Created and maintained 20+ vendor contracts, ensuring full compliance with MES standards and documentation accuracy.
- Coordinated with 5+ internal teams to track procurement progress and ensure strict budget adherence across all active projects.

Hyundai Heavy Industries – Saudi Arabia | May 2015 – July 2016

Assistant Planning Engineer

- Recorded and maintained daily progress data across multiple project milestones for one of Saudi Arabia’s largest energy contractors.
- Prepared and submitted daily project progress reports to Saudi Electric Company (SEC) through internal and external portals with 100% on-time delivery.
- Coordinated with 6+ cross-functional departments to consolidate project updates and ensure compliance with SEC reporting standards.
- Maintained documentation for projects spanning 100+ activities, tracking workflows and monitoring deadlines to ensure operational continuity.
- Facilitated communication between site teams and management, reducing reporting delays by 20% and enabling faster decision-making.

TECHNICAL SKILLS

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| • ClickUp – Workflow & Task Management | • Jira – Issue Tracking & Project Coordination |
| • Microsoft Excel / Google Sheets – Data Analysis | • Microsoft Office Suite – Word, PowerPoint |
| • Gusite – Operations & Contract Management | • Google Workspace – Drive, Docs, Sheets, Calendar |
| • AI Automation Tools – Performance & Punctuality Metrics | • AutoCAD 2D & 3D Revit 3D Modeling |

EDUCATION

Bachelor of Science in Civil Engineering

Sarhad University – Islamabad Campus, Pakistan (Completed core engineering coursework)

CERTIFICATIONS & TRAINING

- Microsoft Office Specialist – Word, Excel, PowerPoint
- Google Workspace Fundamentals
- AutoCAD 2D & 3D
- Revit – 3D Modeling
- HVAC Design