

MALIK NOUMAN IJAZ

OPERATIONS MANAGER

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PROFILE SUMMARY

I started my journey as an entrepreneur, running my own restaurant—an experience that taught me the fundamentals of P&L, customer service, and fast-paced problem-solving. To sharpen my technical edge, I transitioned into IT Support & Administration, before spending **7 successful years** building robust operational frameworks at **Mason 1** in Admin & Operations. Driven by a passion for movement and supply chains, I stepped into the logistics sector with **M&P Couriers**, which ultimately paved the way for my current **international opportunity as an Operations Manager** in a Dubai based transport company.

EDUCATION

- **Software Engineering** - Riphah International University
- **Diploma in IGC (NEBOSH)** - British Council

WORK EXPERIENCE

Operations Manager

Nov 2025 – July-2026

Al-Salama Transport L.L.C, Dubai

- Maintaining up-to-date records for all vehicles, including registration (Mulkiya), insurance renewals, and annual inspections.
- Plan, coordinate, and monitor daily routes, vehicle dispatches, and cargo movements across Dubai, Abu-Dhabi, and other emirates.
- Preparing invoices for clients based on completed trips and managing petty cash for driver expenses, fuel, and Salik (Toll) charges.
- Overseeing general administrative tasks such as procurement of office supplies, managing vendor contracts, and maintaining digital and physical filing systems.
- Optimize fleet utilization (including flatbeds, container trucks, heavy equipment, and transport vehicles) to maximize productivity and reduce idle time.

Operations Manager

May 2025 – Nov 2025

M&P Express Logistics (Muller & Phipps), Islamabad

- Supervised daily courier and logistics operations to ensure timely, accurate, and cost-efficient deliveries.
- Managed staff scheduling, performance tracking, and compliance with operational SOPs.
- Coordinated with regional teams to optimize delivery routes and improve overall resource utilization.
- Monitored operational KPIs, prepared performance reports, and implemented corrective actions to enhance efficiency.
- Ensured strict adherence to safety, quality, and regulatory compliance standards across all operations.

Operations Manager (Admin & Procurement)

July 2018 – May 2025

Mason 1 SMC Pvt Ltd, Islamabad

- Developing operations policies by evaluating and enforcing policies for product and inventory receipts.
- Lead, mentor, and motivate teams to foster a culture of innovation, collaboration, and continuous performance improvement.
- Identify and assess potential vendors through market research and evaluation of proposals.
- Conduct supplier audits and site visits to ensure compliance with quality and service standards.

IT Support & Admin Officer**Feb 2017 – June 2018***Phi Tech Solutions LLC, Islamabad*

- Provide technical support, troubleshooting hardware, software, and network issues, ensuring minimal downtime.
- Assist in IT project execution, technical training, and system documentation, ensuring staff are updated on new procedures.
- Monitor and maintain network performance, conduct system checks, and support video conferencing and remote access solutions.

PROFESSIONAL SKILLS

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|------------------------------------|--------------------------------|
| • Supplier & Vendor Management | • Team & Staff Leadership |
| • Financial Planning & Forecasting | • ERP Systems (Odoo, Zoho) |
| • Computer & Software Proficiency | • Microsoft Office Proficiency |