**Nauheed Iqbal Mulla**

A-404, Green Park Building No. 5, Gokul Village Near Jammu Kashmir Bank,

Shanti Park, Mira Road (East), Dist. Thane - 401107.

**Mobile**: 9920226618. **Email:** [nauheed\_1612@yahoo.co.in](mailto:nauheed_1612@yahoo.co.in)

**PROFESSIONAL SUMMARY**

Highly- Motivated Business Operations Manager focused on supporting cross-functional teams to increase customer satisfaction through process improvements. Respectful and respected professional with exceptional knowledge of developing strategic plans for service excellence. Seasoned management professional successful at establishing excellent working relationships with customers, employees, vendors and contractors. Ambitious and managing with excellent skills. Highly effective at promoting positive relationships and building capable teams. Track record of improving overall operations, reducing overhead and increasing corporate value. Willingness to take on added responsibilities to meet team goals. Enthusiastic and eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding and training. Motivated to learn and grow. To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

Committed Job Seeker with a History of meeting Company needs with consistent and organized Practices.

“Organised and Motivated Employee Eager to Apply Time Management and Organizational Skills in various Environment. Seeking Opportunities to Expand Skills while Facilitating Company Growth’’

**SKILLS AND COMPETENCIES**

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| --- | --- |
| * Business operations knowledge | * Analytical and Critical Thinking |
| * Team Building, Attention to Detail | * Business operations understanding |
| * Training & Development, Problem Resolution | * Business operations proficiency. |
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**PROFESSIONAL EXPERIENCE**

**OPERATIONS MANAGER BUSINESS.**

**Benhur Marketing Company**

**July 2009 to April 2025.**

* Analyzed and controlled materials, supplies and equipment operational expenses.
* Presented performance and productivity reports to supervisors.
* Connected with clients and developed strategies to achieve sales and customer service goals.
* Enforced federal, state, local and company rules for safety and operations.
* Responded to information requests from superiors, providing specific documentation. Developed and implemented operational procedures to ensure quality standards are met.
* Monitored and improved efficiency of processes, team performance, and customer service.
* Directed operations staff by providing guidance, training, and support in order to meet company objectives.
* Performed cost analysis for various projects to determine budget requirements.
* Maintained accurate inventory records to track stock levels and minimize costs.
* Established effective relationships with vendors to negotiate pricing and secure materials needed for production.
* Ensured compliance with safety regulations and maintained a safe work environment for all personnel.
* Analyzed data from daily reports to identify trends in production performance metrics.
* Created detailed reports on the performance of individual departments within operations.
* Coordinated with other departments including sales, marketing, finance, human resources. to ensure efficient operations.
* Developed key performance indicators to measure effectiveness of operational processes.
* Conducted regular reviews of existing policies and procedures for continuous improvement opportunities.
* Managed staffing needs through recruitment, selection, onboarding and training, disciplinary action as necessary.
* Supervised day-to-day workflow of employees in order to maximize productivity and maintain quality standards.
* Assessed employee development needs and provided feedback on their progress towards meeting goals.
* Resolved customer complaints in a timely manner while ensuring customer satisfaction remains at optimal levels.
* Directed day-to-day operations by spearheading implementation of short-term and long-term strategies to achieve business plan and profitability goals.
* Managed scheduling, training and inventory control.
* Recruited, hired and trained crew members on application of projects, customer relations and customer service.
* Built strong operational teams to meet process and production demands.
* Addressed customer concerns with suitable solutions.
* Implemented policies and standard operating procedures and managed quality, customer service and logistics.
* Guided employees on understanding and meeting changing customer needs and expectations.
* Delivered positive customer experiences by implementing effective quality assurance practices.
* Tracked and replenished inventory to maintain par levels.
* Improved morale and management communication by creating employee recognition and rewards practices.
* Conducted employee observations and documented findings.
* Reviewed daily financial reports and reconciled accounts to keep information current and accurate.
* Trained and guided team members to maintain high productivity and performance metrics.
* Recruited, hired and trained initial personnel, working to establish key internal functions and outline scope of positions for new organization.
* Tracked employee attendance and punctuality, addressing repeat problems quickly to prevent long-term habits.
* Directed management meetings to enhance collaboration and maintain culture based on trust and group problem-solving.
* Interacted well with customers to build connections and nurture relationships.
* Supported top-level decision-making and strategy planning, forging productive relationships with top leaders and serving as key advocate for various personnel issues.

**Tech. Support Executive**

**Stream Global Services**

**September 2008 to May 2009.**

* Monitored systems in operation and quickly troubleshot errors.
* Provided documentation on troubleshooting of technical processes to support desk staff.
* Offered troubleshooting of connectivity issues across networks such as Wi-Fi, cellular
* Resolved escalated issues by serving as subject matter expert on wide-ranging issues.

**Sales Executive**

**Freedom Telecom**

**May 2005 to June 2008.**

* Increased revenue by implementing effective sales strategies in sales cycle process

from prospecting leads through close.

* Analyzed past sales data and team performance to develop realistic sales goals.
* Exceeded sales goals by implementing aggressive sales programs, overhauling processes

and facilitating market development.

* Developed and led sales training initiatives for employees and teams across organization.
* Held meetings with director to identify techniques to overcome sales obstacles.

**EDUCATION**

Graduated In **Commerce** From **EILM University, SIKKIM**. In the Year 2012.

Higher Secondary Certificate. From **Mumbai University** In The Year 2005.

S. S. C From **Mumbai University** in the Year 2003.

**ADDITIONAL SKILLS**

Diploma in Software Engineering From **APTECH Computers**.

**PERSONAL DETAILS**

**Date of Birth :** 16th December 1986.

**Passport  :** Yes .

**Driving License :** Yes.

**Languages Known:** English, Hindi and Marathi.

**Hobbies** : Playing Cricket, Surfing on Net.