



MUHAMMAD SHAHAB SULTAN

Operation Co-Ordinator

Detailed-oriented and proactive Operations Coordinator with hands-on experience managing day-to-day warehouse activities. Skilled in overseeing inventory management, coordinating logistics, optimizing workflows, and ensuring timely and accurate order fulfillment. Strong background in maintaining safety standards, improving operational efficiency, and supporting cross-functional teams to meet organizational goals. Adept at troubleshooting issues, managing shipments, and fostering strong communication with vendors, suppliers, and team members to ensure seamless operations.

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WORK EXPERIENCE

Operation Co-Ordinator

Tamer Logistics & Services

01/2024 - Present

Jeddah, Saudi Arabia

Achievements/Tasks

- Facilitated the receiving, unloading, and stocking of national and international shipments.
- Enhanced inventory accuracy through consistent cycle counting and precise data entry in the warehouse management system.
- Collaborated effectively with team members to meet and exceed daily performance goals consistently.
- Maintained seamless operations and customer satisfaction by efficiently communicating with teammates and supervisors.

Customer Relation Executive (Complaint Handler)

Toyota GT Motors

06/2023 - 01/2024

Tarnol, Islamabad.

Achievements/Tasks

- Delivered comprehensive company information and policy guidance via phone, email, and online chat.
- Enhanced customer satisfaction and loyalty by swiftly resolving inquiries and issues.
- Escalated critical issues to supervisors, averting potential revenue losses and policy cancellations.

Trainee Engineer

Maple Leaf Cement Factory Limited

03/2022 - 03/2023

Mianwali, Punjab.

Achievements/Tasks

- Maintain records on equipment histories and costs, coordinates with Senior Engineers for needed changes toward increasing reliability.
- Analyze, record, troubleshoots equipment problems, and proffer procedure recommendations to Senior Engineers.
- Document project and technical work by setting up necessary files and preparing appropriate records and reports.
- Diagnose root cause and specify method of repair for plant equipment.

EDUCATION

BSc Mechanical Engineering

University of Wah, Wah Cantt.

09/2017 - 07/2021

CGPA : 3.16/4.00

FSc (Pre-Engineering)

Sir Syed College Wah Cantt.

07/2015 - 08/2017

Marks: 766/1100

Matriculation

Sir Syed School Sanjwal Cantt.

05/2013 - 06/2105

Marks: 811/1050

SKILLS

Warehouse Safety Protocols

Inventory Management

Material Handling

Team Collaboration

Scheduling and Planning

INTERNSHIPS

Internee (01/2022 - 02/2022)

FECTO Cement Ltd. Sangjani, Dist. Islamabad.

Internee (11/2021 - 12/2021)

Wah Brass Mill Pvt. Ltd. Wah Cantt, Taxila.

Internee (09/2021 - 10/2021)

Pakistan Ordnance Factories Wah Cantt, Taxila.

Internee (07/2019 - 09/2019)

Heavy Industries Taxila (HIT), Rawalpindi

COURSES

Certificate in Customer care skills and Telephone Etiquette (08/2023 - 09/2023)

- Alison's Online

Efficient HVAC Systems (09/2021 - 11/2021)

- DelftX University of Technology (Netherlands) (Online)

Project Management of Engineering Project (09/2020 - 11/2020)

- DelftX University of Technology (Netherlands) (Online)

Microsoft Office (05/2015 - 07/2015)

- Welfare Computer Center POF Sanjwal Cantt

CERTIFICATES

Register Mechanical Engineer (07/2021 - Present)

LANGUAGES

English

Full Professional Proficiency

Urdu

Native or Bilingual Proficiency

Arabic

Professional Working Proficiency