



Pakistan Cell No. [REDACTED]

Saudia Cell No. [REDACTED]

E-mail. [REDACTED]@gma[REDACTED]

Profile:

A highly motivated and Expert **Operations Manager** with a demonstrated history of working in the FMCG & QSR industry for over 13 years. Skilled in Sales, Food Service Operations, New Restaurant Openings, Restaurant Marketing, Global initiatives and multinational standards maintaining, Hamburger University Diploma in RLP (Restaurant Leadership Practices) and LFF (Leading for Future), Strong Operations professional communication.

Education:

Bachelor of Commerce

Professional Management Courses:

- Certified Shift Leadership Transition (**SLT**) course from McDonald's
- Certified Restaurant Leadership Practices (**RLP**) course from McDonald's
- Certified Effective Management Practices (**EMP**) course from McDonald's
- Certified Advance Shift Management Course (**ASM**) course from McDonald's
- Certified Shift Management Excellence Course (**SMX**) course from McDonald's.
- Certified Floor Management Course (**FMC**) course from McDonalds.
- Certified Crew Trainer Development Program (**CTDC**) course from McDonald's



2) Work Experience: Shawarmer (Saudi Food chain).

Working as Operations Manager in Riyadh region, from April 2025 till date.

Reports to General Manager & CEO

Job Description and Expertise in Shawermer:

- 20 overseas outlets in Riyadh region.
- Manage restaurants operations including costing/forecasting sales.
- Staff performance half yearly with effective feedback.
- Conduct and organize MBR (Monthly Business Review) meeting once a month.
- Capture multinational stores and provide strategic plans to Area Managers and Restaurant General Managers.
- Experience with vendors negotiation, inventory management and fulfillment optimization.
- Foster a culture of accountability, efficiency and innovation.
- Negotiate pricing, contracts, and terms to ensure cost efficiency and reliability
- Manage relationships with suppliers, manufacturers and distributors of products items.
- Develop processes of customer handling customer inquiries and complaints.
- Build operational workflow for efficiency and productivity.
- Continuously analyze operational KPI's (lead times fulfillment, accuracy, costs) and optimize market performance.
- Recruit, train, and manage operation terms (Supply chain, Logistics and customer support).
- CRM and ERP management with HRMS payroll of market.
- Conduct survey with employees on restaurant issues and operational challenges.
- Conduct Food Safety Audits according to Baldia checklist.
- Share each restaurant performance with Area Managers on weekly basis.
- Discuss line items of P&L with each RM in detail and coach to how to control line items.

- Look after aggregator delivery service with 3rd parties. (Hunger station, Keeta, Jahez, and etc.)
- Visit locations for new store opening and suggest potential location to real state department.



1) Work Experience: McDonald's (SIZA Foods Pvt. Ltd).

Promoted to Restaurant Manager in December 2020 till March 2025.

Promoted to 1st Assistant Manager in April 2017.

Promoted to 2nd Assistant Manager in August 2015.

Promoted to Trainee Manager in March 2015.

Promoted to Floor Manager in June 2014.

Promoted to Trainee Floor Manager in February 2014

Promoted to Crew Trainer in October 2013.

Joined McDonald's as a Crew Member (Part-Time) in May 2013.

Job Description & Expertise in McDonald's:

- Implemented and enforced strict food safety standards and procedures in compliance with local regulations and McDonald's global standards.
- Facilitated effective communication channels between restaurant management, staff, and corporate headquarters to ensure alignment with company objectives and policies.
- Oversee inventory levels, optimize stock turnover, and coordinate with suppliers to ensure timely delivery.
- Oversee Restaurant cleaning and maintenance activities to uphold cleanliness standards and restaurant Level.
- Recruited, trained, and supervised a diverse team, fostering a positive work culture and driving performance.
- Monitored restaurant food preparation processes to maintain quality and consistency, addressing any issues promptly.
- Prioritized customer satisfaction, addressing inquiries, and implementing mechanisms through dashboards.
- Implemented safety protocols and procedures to ensure a safe working environment for employees and customers.
- Monthly meetings with Restaurant managers and Operations consultants for store profile and presentations.
- Oversee Labor and wastage, Daily Cash Sheet Report, Cash handling, inventory checking system health checks.

- Prepare Plans for Store Marketing
- Spot Check on Shift planning and execution.
- Prepare Restaurant Management Roaster.
- Human Resources and planning management
- Consistent Follow-up on Quality, Service and Cleanliness and Customer Value.
- Core Community relationship
- Training and developing teams on new promotions and programs.
- Consumer dealing and Supply Chain
- Take Interviews and Provide Orientation
- Crisis Management
- Creating Launch strategies like Branding, Merchandising and Advertising.
- Make a Performance review after 6 months on a hard and soft scale.
- One on One with Management of Store Operations.
- Customer Facilitation and People Management.
- Scheduling and Staffing.
- Delivery Team Management
- Brand Extension expertise 3rd party channels dealing. (Food Panda Eat Oye etc.)
- Market Launch and activation in operations smoothly
- Sales projection vs. Actual planning and execution.
- P&L Statements generate.
- Preparation of Action Plans & Execution.
- Inventory Management system.
- Food Cost Controllables.
- Base Food Cost Analysis.
- Systems health check performed.
- McDonald's PACE Portal and Making and implementing action plans.
- Operate and Verify ERP (Enterprise Resource Planning) month-end reports.

Key Competencies:

- Proficient in food safety standards and regulations.
- Excellent communication and interpersonal skills.

- Strong leadership and team management abilities.
 - Effective inventory management and control
 - Excellent problem-solving and decision-making skills
 - Expert in scheduling and staff training and time management.
 - Strong Human Relations skills
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Achievements:

- Awarded “**FAST TRACK CANDIDATE**” in 2020
 - Awarded “**EMPLOYEE OF THE YEAR**” in Year 2019
 - Awarded “**PROFESSIONAL MANAGER AWARD**” in SLT 2019
 - Awarded “**GOLDEN HAT AND HUM BURGER AWARD**” in RLP 2019
 - Awarded “**SILVER HAT AND TEAM CHALLENGE AWARD**” in EMP 2018
 - Awarded “**TEAM CHALLENGE AWARD**” in ASM 2016
 - Awarded “**BRONZE HAT AND BEST MDP**” in SMX 2015
 - Awarded “**CREW TRAINER OF THE YEAR**” in Year 2014
 - Awarded “**ARCHI AND DEAN LIST AWARD**” in CTDC 2013
 - Awarded “**CREW OF THE MONTH**” in June, July, and August 2013.
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Interpersonal Skills:

MS Office/Excel

Digital Food Safety

Enterprise resource planning ERP generation

Good Interpersonal and Follow-up Skills.

Basic usage like mailing, creating analytical formats,

Create presentations and store profiles.

Excel shrinkage and variance sheets.

Personal Profile:

Father's Name: M. Iqbal Hussain

Date of Birth: 10th Aug 1995

Nationality: Pakistani

N.I.C No: ██████████

Marital Status: Married

Religion: Islam

Interests:

Cricket,
English Movies,
Snooker,
Business Reviews by Business Recorder

References:

Reference will be furnished on request.