




Mutasim Widaa

 +1 720-532-3722

 Mwidaa038@gmail.com

 www.linkedin.com/in/Mutasim-Widaa

PROFESSIONAL SUMMARY

Strategic Operations leader with experience in Large Scale Workforce Management and operational transformation. Proven track record of delivering measurable results in high-pressure environments, seeking to apply strategic and hands-on leadership within a fast-paced, growth-oriented organization in Qatar.

SKILLS

Strategic Operations & Business Planning

KPI & SLA Managment

Process Optimization & Continuous Improvement

Safety, Compliance & Regulatory Alignment

EXPERIENCE

HUB OPERATIONS MANAGER, Denver

Hertz Rental Car, March 2022–May 2025

- Developed and implemented Standard Operating Procedures (SOPs) to enhance productivity and reduce operational costs by 10% Year-over-Year(YoY).
- Increased employee retention by 60% YoY by improving training programs and increasing employee engagement.
- Successfully lowered 3rd party operating costs by 10% YoY using historical data and business trends, enabling proactive staffing adjustments.
- Drove a 30-point year-over-year improvement in Net Promoter Score (NPS) by actively engaging employees in customer feedback analysis and implementing a robust system for addressing customer issues.
- Provided support to other regional locations as part of an emergency response team when necessary.

QUALITY CONTROL MANAGER, Denver

Avis Budget Group, August 2021–March 2022

- Led and managed a team of 50 union and non-union employees across six departments, ensuring seamless 24-hour operations and maximizing workforce efficiency.
- Reduced operational costs by 10%, saving \$10,000 annually, by implementing strategic overtime (OT) reduction measures and optimizing labor allocation.
- Increased overall production by 10-15% in just three months by developing and implementing a Labor Planning Tool to enhance efficiency and workflow.
- Improved product quality by 40% YoY by fostering a culture of continuous improvement, engaging directly with front-line employees and integrating customer feedback into operations.

INSTANT RETURN MANAGER, Denver

Hertz Rental Car, August 2019–May 2021

- Led and managed a team of 10-15 employees across three rotating shifts, ensuring seamless operations and optimal workforce productivity.
- Analyzed key performance indicators (KPIs) and reports to proactively identify inefficiencies, implement process improvements, and drive operational excellence.
- Successfully managed cross-departmental operations, improving interdepartmental collaboration and ensuring smooth coordination of business functions.
- Enhanced vendor communication and scheduling efficiency, improving the clarity of schedule changes and upcoming demands to strengthen supplier relationships.
- Achieved 100% compliance with company policies and procedures within the first month of onboarding, exceeding the national average of 70% and setting a new benchmark for operational standards.

EDUCATION

BACHELOR OF ARTS (B.A.) IN BUSINESS ADMINISTRATION

University of Colorado at Denver, February 2024

LANGUAGES

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| • English
Native | • Arabic
Intermediate |
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