

NIDA TANZEEL

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Profile

- Diverse Operations and Commercial experience within energy / oil & gas sector.
- Certified Lean Practitioner and Continuous Improvement Business Coach from Europe.
- Acquired International assignments within Shell.

Academics

BCIT – Bachelor's in Computer Sciences and Information Technology NED UNIVERSITY OF ENGINEERING SCIENCES AND TECHNOLOGY	2006
CERTIFIED LEAN PRACTITIONER	2015
CONTINUOUS IMPROVEMENT BUSINESS COACH	2016

Skills & Competencies

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|-------------------------------|--------------------------------------------------------|
| - Project Management | - Change management in JVs |
| - Research and analysis | - Managing and planning budgets |
| - Customer Service Operations | - Strong influencing and stakeholder management skills |
| - Team Management | - Result Oriented |

Experience

Shell Pakistan Limited (Karachi, Pakistan) | Corporate Social Responsibility (CSR)
SOCIAL PERFORMANCE MANAGER – PAKISTAN **Mar, 2023 to date**

- Looking after Social Performance and Social Investments to support business purpose, benefit communities and maintain strong brand reputation. Initiatives totaling around PKR 57m.
- Upskill and support young talent and entrepreneurs through Shell Tameer Program
- Manage various initiatives like supporting fence line community near operational assets, respecting nature and biodiversity, and supporting livelihoods in communities we operate.

Shell Pakistan Limited (Karachi, Pakistan) | Retail Pakistan
RETAIL LEARNING MANAGER – PAKISTAN **Jul, 2020 to Feb, 2023**

- Contribute as a Business Partner, Performance Consultant and Learning Expert for Retail Community.
- Being part of Retail Leadership Team, identified competence gap for staff and formulated a robust plan to address learning needs for Operations, Sales, Non-Fuel Retail, Network, Marketing teams (~60 direct staff) and over 10,000 staff at the Retail forecourts.
- Develop business intimacy and coach team to develop learner mindset.
- Adopt best practices from global teams to upskill Direct and Indirect staff at the forecourt.

Shell Pakistan Limited (Karachi, Pakistan) | Lubricants Supply Chain

CONTINUOUS IMPROVEMENT LEAD PAKISTAN/OMAN

Aug, 2015 to Jun, 2020

- Develop and execute Continuous Improvement plan for Pakistan and Oman (Lubricants Oil Blending Plant) in line with Global Lubricants Supply Chain priorities and best practices.
- Create continuous improvement culture and mindset to drive value \$1.5m saving projects in planning, production, quality, and logistics.
- Coordinated onshore and offshore teams to maintain agile and competitive supply chain
- Acted as Continuous Improvement Business Coach to empower frontline, build competencies and support LSC sustainable performance culture (SOPs, KPIs, Competitive Measures, Problem Solving and RCA).

Shell Markets Middle East Limited (Dubai, UAE) | Lubricants Marketing

CLUSTER BUSINESS AND INSIGHTS ANALYST (MECAS & PAKISTAN)

Jan, 2012 to Jul 2015

- Conducted cluster wide research on price benchmarking and brand health trackers measuring preference, usage and awareness of Shell Lubricants and its competitors in market.
- Identified meaningful insights from research to increase business profitability.
- Participated in strategy, planning and budgeting exercises for 2018 roadmap ambitions.
- Managed B2C marketing implementations through Direct and Indirect channels.

Shell Oman Marketing SAOG (Muscat, Oman) | Commercial Fuels

PROJECT SPECIALIST UAE & OMAN (CUSTOMER SERVICE OPERATING MODEL)

Dec, 2010 to Dec, 2011

- Change Management in Customer Service Centers of UAE and Oman by making sure both centers are globally streamlined by end to end "Order to Cash" processes, staff orientation and ways of working.
- This is a project assignment, and all milestones and deliverables were achieved under stringent timelines.

Shell Pakistan Limited (Karachi, Pakistan) | Customer Service Center

OPERATIONS ANALYST & IT FOCAL POINT

Oct, 2008 to Nov, 2010

- Managed Customer Service operations by keeping track of Service Level Agreement and Key Performance Indicators. Ensuring all global set standard KPIs are met.
- Worked closely with global teams to implement best practices to improve efficiency in operations.
- Acted as Business Continuity and Disaster Recovery planning focal point. Ensured minimal downtimes to Customer Service Operations.

Shell Pakistan Limited (Karachi, Pakistan) | Information Systems

IT REQUEST COORDINATOR

Jul, 2006 to Sep, 2008

- Managed all incoming requests as per SLA. Monitored monthly budget statements and assisted team in planning exercise and creating service level agreements.

Training and Development

- LEAN Practitioner Course – HAMBURG
- CI Business Coach – Hamburg/Italy

Personal

Date of Birth: 3rd July 1983

Phone: +92 3331030295

Marital Status: Married with two children

Address: Karachi, Pakistan