

Shahrukh Abdullah Toor



Open Work Visa - Transferable Iqama

Address: Taif, KSA | **Cell:** +966 53 154 0419 | **Email:** shahrukh.toor1@gmail.com | <https://www.linkedin.com/in/shahrukhtoor/>

Supply Chain and Operations Manager

Skilled in Supply Chain Management, Operations Optimization and Strategic Planning

Profile

A results-driven **Supply Chain and Operations Professional** with over **5 years** of work experience at fast-paced hyper-growth startups and multinational FMCG organization. Proven expertise in cost optimization, process improvement, inventory management, transport, logistics, and vendor or client relations. Strong leadership and problem-solving abilities, with a track record of driving efficiency and achieving cost savings in line with sustainability.

A strong personality with the ability to lead a large-scale team and operations. A skilled communicator who easily develops understanding and good relationships with peers, stakeholders, and clients.

Skills, Competencies & Interests

Supply Chain Management | Demand Management | Project Management | Sortation Management | Vendor Management
Vendor Development | Operations Management | Contract Management | Spend Management | Inventory Management
Strategic Sourcing | Planning & Analysis | Pricing Strategy | Business Analyst | Business Excellence | Training & Workshops
Logistics | Transportation | Entrepreneurship | Procurement | Operations | Strategy
ChatGPT | Data Analytics | MS Office Suite | ERP | Power BI | SAP

Negotiation Skills | Problem-Solving | Decision-Making | Leadership Skills | Communication | People Management
Interpersonal Skills | Critical Thinker | Analytical Thinking | Strategic Thinking

Career Snapshot

Position	Organization	Tenure
Inventory & Last Mile Lead	Dastgyr	Jun 2022 - Jul 2022
Retail Operations Manager	Airlift	Jan 2022 - May 2022
District Manager	Airlift	Nov 2021 - Dec 2021
Operations Manager	Airlift	Sep 2021 - Oct 2021
Supply Lead Strategist	Kamayi	Jun 2021 - Aug 2021
Associate - Global Insights	Atheneum	Mar 2020 - May 2021
Operations Associate	Genesis	Sep 2018 - Sep 2019

Employment Profile

Team Lead (Supply Chain), Nestlé Pakistan

Aug 2022 - Present

- Directing end-to-end operations, planning, and resource allocation for handling inbound of 12,000+ local and imported vehicles, transporting raw materials & packaging valued USD 800 million for production across 5 factories nationwide.
- Effectively managing ambient, controlled, and cold store warehousing, inventory management, and outbound of 1600+ material SKUs, while handling 25,000 in-house and 8,000 3PL pallets, stillages, oil and pulp drums at all sites.
- Capacity mapping for factory wide visibility and more efficient utilization of warehouse space and 100+ resources through ABC classification, multitasking and upskilling while achieving a cost reduction of PKR 18 million per annum.
- Leading supply chain optimization, automation and sustainability projects meeting Nestle global targets, achieving a cost saving of PKR 40 million, along with a reduction of 280 tons per annum in GHG emissions and plastic.
- Career uplifting and competency development of the team working as Education & Training Pillar lead of Factory Supply Chain.
- Analyzed supply chain data to identify improvement areas and address operational challenges while optimizing processes.
- Ensuring availability and productivity of MHEs and MHE operators, while optimizing costs and reducing overtimes by 70%.
- Implementing global safety standards and protocols fostering a factory-wide safe compliant culture and environment.
- Comprehensive tracking, reporting, and development of KPI frameworks to enhance accountability and efficiency.
- Conducting annual career ratings, performance and development evaluations of the Factory Supply Chain team.

Inventory & Last Mile Lead, Dastgyr**Jun 2022 - Jul 2022**

- Classified and cleansed all active, dormant and duplicate SKUs for the ease and accessibility of the category team and suppliers.
- Managed the marketplace and inventory warehouse facilities and teams collectively for inbound and outbound operations.
- Led the last mile operations team including administration, route planning, fleet optimization, and resource management.
- Inventory control and audit of more than 10,000 SKUs in our stock and on our marketplace platform.

Retail Operations Manager, Airlift Technologies**Jan 2022 - May 2022**

- Achieved operational excellence with improved Order Fulfillment time, Order Accuracy, Order Complaints and Returns, Stock Accuracy and Replenishment across 5 different warehouses with different challenges in the Lahore region.
- Conducted recruitment for multiple dark stores, built and developed a team of 9+ live operation leads, 80+ store operators, and 50+ other operations staff including cashiers, admin operators, security team, and delivery riders.
- Inventory management of 5000+ FMCG and household SKUs per site with objective to reduce damages with on time replenishment of stock and minimized out of stock (OOS) situations for greater customer satisfaction.
- Maintained P&L at regional level across all sites with deep analysis of cost overheads including payroll, utilities, maintenance, packaging, and inculcating a reduction in the overall spend by 24%.
- Launched the electronics category with 60 mins delivery along with entire operations framework across the PK Market.

District Manager, Airlift Technologies**Nov 2021 - Dec 2021**

- Successfully led retail and delivery operations, resources, and logistics for fulfillment of 500+ average orders per day valuing PKR 1.5 million with stellar achievement levels in all key performance indicators.
- Led growth, expansion and multiple dark store launches in the region from property acquisition, infrastructure, inventory, audit to setting the delivery polygon, testing orders and final go live, all within a 2-month timeline for each site.
- Evaluated operations and processes to identify breakages and improvement areas to bring around 5+ product level changes and 15+ operational process revamps with the compliance and product teams.
- Sustained KPIs and metrics above 96% and leading the scoreboard of highest performing dark stores across the company while managing multiple dark stores at district level.
- Developed and formulated operations playbooks, career progression frameworks, people policies and systems at district level.
- Inculcated a sense of ownership and accountability throughout my team to build uphold standards and compliance.

Warehouse Operations Manager, Airlift Technologies**Sep 2021 - Oct 2021**

- Managed entire warehousing operations and trained the entire team for one of the first dark stores in the Lahore region.
- Cross-functional collaboration with infrastructure, product, and delivery teams to effectively solve on-ground problems.
- Led multiple initiatives to reduce operational costs by 30% in line with company goals and below industry benchmarks.
- Identified problems and implemented solutions to achieve target KPIs and make operations effective and sustainable.

Supply Lead Strategist, Kamayi (Facilitative Employment Services)**Jun 2021 - Aug 2021**

- Maintained partnerships with educational institutes and organizations to ensure consistent pool of candidates for jobs.
- Resource management of all communications, registrations, and marketing campaigns as per the allocated budget.
- Responsible for creating the SOPs and playbooks for smooth and efficient operations without any breakdowns.
- Built and managed the database into an accessible and user-friendly platform for the recruitment team.
- Implemented quality checks to ensure the quantity and quality of candidates onboarded.

Associate - Global Market Operations, Atheneum**Mar 2020 - May 2021**

- Gathered key market intelligence and insights through market research to support clients' major strategy and investment decisions in diverse industries across the globe.
- Managed relationships with 50+ clients and 500,000+ experts in our pool, while onboarded more industry experts and C-level executives on the company platform.
- Connected industry experts with consulting firms, private equity, hedge funds, and other financial institutions globally.
- Focused and understood client projects and delivered quality results within the budget and timeline of the client.

Operations & Supply Chain Associate, Genesis**Sep 2018 - Jul 2019**

- Ensured smooth running of the company supply chain, operations, manufacturing, and customer orders.
- Managed vendor & customer relationships, raw material utilization, and overhead spending.

Education**Bachelor of Science (Honors)****May 2019****Double Majors in Economics & Political Science**

Lahore School of Economics