

SHAHZAIB AKHTAR LODHI

OPERATIONS EXECUTIVE



OBJECTIVE

To be a successful leader in operations management, where I can use my potential and abilities to achieve organizational goals and seize career development opportunities. Dedicated & motivated to maintain customer satisfaction, management and contribute to company success. Proven capacity to troubleshoot issues to resolve issues quickly. Maintains a high level of professionalism, patience and efficiency to minimize customer dissatisfaction. Reliable and driven, with strong time management and prioritization abilities.



Male



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19th Dec'95



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Gulistan-e-Jauhar, block 13
Khi

EDUCATION

- **IQRA UNIVERSITY** Oct 2021 - Oct 2022
MBA/Marketing

- **BIZTEK UNIVERSITY (IBT)** May 2017 - July 2021
BBA/Marketing & Finance

WORK EXPERIENCE

- **SNOONU** 2022 - Present
VENDOR SERVICE EXECUTIVE
To manage vendor activities and maintain both new and existing vendor relationships. Identify suitable vendors, negotiate with vendors to secure the best prices for products and services, and ensure that vendors fulfill their contractual obligations.
- **IBEX (Trg)** 2021 - 2022

HONORS & AWARDS

- **2020**
Best employee of the month.
- **2021**
Most hardworking employee of the month.

SKILLS

Troubleshooting
Problem solver
Critical thinker
Team Work & Collaboration
Leadership
Management Skills
Ms-Word
Ms-Excel

OPERATIONS MANAGER

Handles the decisions made in the organization's day-to-day operations. Typically ensures the smooth running of numerous processes that lead to an organization's production of goods and services.

► **IBEX (Trg)**

2019 - 2021

CUSTOMER SERVICE EXECUTIVE

Managing a staff of customer service personnel. Taking charge of the customer service process. Taking care of consumer problems that have been brought to my attention. Conducting customer satisfaction surveys and delivering feedback to employees.