

# Muhammad Bilal

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## Professional Summary:

Highly-experienced Supply Manager skilled in managing productivity and overall performance of over 500 team members while meeting business and customer service objectives. Working with high profile hospitality pioneers mainly Marriott properties and hotels. Proficient in supplying professional, well-trained, and talented staff while ensuring optimized efficiency and service quality. Excellent in providing high-standard transportation, constructions and various hotel materials. Skilled in price negotiation and strategic decision making, perfected by 5 years of experience in leading hospitality field.

## Work History:

**Vendor Relationship Manager** June 2022 to current

**Al Zahour Al Arabia Services And Cleaning W.L.L** **Doha- Qatar**

- Built and maintained strong relationships with Marriott International Properties and Hotels, and Katara Hospitality.
- Established long-term contracts with The Ritz-Carlton Doha, Sheraton Grand Doha Resort & Convention Hotel, Sharq Village and Spa Doha, AL Messila a Luxury Collection Resort & Spa Doha, and Accor Live limitless (Accor Management Consulting and Sports Events LLC).
- Provided excellent and professional staff while ensuring efficiency and productivity.
- Delivered products to hotels and construction customers at negotiated prices.
- Reconciled inventory and customer orders regularly to monitor products and materials availability.
- Conducted market and competitive analysis to secure new customer to promote long term business growth.

**Supply Manager** March 2020 to June 2022

**Deluxe Trading Services and Contracting** **Doha-Qatar**

- Achieved project deadlines by coordinating with contractors to manage performance.

- Planned, designed, and scheduled phases for large projects.
- Identified plans and resources required to meet project goals and objectives.
- Developed and initiated projects, managed costs, and monitored performance.
- Managed projects from procurement to commission.
- Met project deadlines without sacrificing build quality or workplace safety.
- Monitored project performance to identify areas of improvement and make adjustments.
- Provided detailed technical and operational direction in project challenges, consistently meeting deliverables according to deadlines.
- Prepared and submitted project invoices for review and approval.
- Developed and implemented strategic project plans to meet business objectives.
- Provided detailed project status updates to stakeholders and executive management.
- Tracked project and team member performance closely to quickly intervene in mistakes or delays.
- Verified quality of deliverables and conformance to specifications before submitting to clients.

#### **Project Officer**

January 2019 to January 2021

**Al Jihan Trading & Contracting W.L.L**

**Doha-Qatar**

- Analyzed project data to identify trends and areas for improvement.
- Directed activities of staff performing repairs and maintenance to equipment, vehicles, and facilities.
- Planned and supervised shipments from production to end-user and scheduled daily and weekly routes.
- Researched distance, traffic patterns and other aspects to determine cost-effective and productive routes for deliveries.
- Trained new employees on proper protocols and customer service standards.
- Scheduled employees for shifts, taking into account customer traffic and employee strengths.
- Reduced financial inconsistencies while assessing and verifying billing invoices and expense reports.

#### **General Manager**

March 2016 to Nov 2018

**Muslim School & College**

**Hangu-Pakistan**

- Introduced new methods, practices, and systems to reduce turnaround time.
- Managed budget implementations, employee evaluations, and contract details.
- Maximized operational excellence mentoring personnel on management principles, industry practices, and company procedures.

- Drove year-over-year business growth while leading operations, strategic vision, and long-range planning.
- Implemented operational strategies and effectively built customer and employee loyalty.
- Collaborated with cross-functional teams to develop innovative solutions.
- Formulated policies and procedures to streamline operations.
- Provided thoughtful guidance to personnel in navigating and resolving snags in productivity.
- Trained new employees on proper protocols and customer service standards.
- Recruited, hired, and trained initial personnel, working to establish key internal functions and outline scope of positions for new organization.
- Launched staff engagement, gender diversity and cultural programs in addition to robust reporting tool that increased operational quality.

### **Anodizing Supervisor**

January 2016 to March 2016

#### **Gul Extrusion**

**DUBAI-UAE**

- Cultivated professional working relationships with peers and supervisors.
- Enhanced processes by pinpointing bottlenecks and working with supervisor to resolve.
- Kept accurate and detailed records of personnel progress and productivity.
- Planned, organized and monitored resources to deliver efficient use of labor, equipment and materials.

### **Education:**

<b>Bachelor of Education</b>	2017
<b>University of Peshawar, Peshawar - Pakistan</b>	
<b>Diploma Human Resources Management</b>	2016
<b>Pakistan Technical and Educational Council, Islamabad -Pakistan</b>	
<b>Diploma of Information Technology</b>	2013
<b>Government Institute of Information and Technology, Rawalpindi-Pakistan</b>	
<b>High School Diploma</b>	2011
<b>Hangu Institute of Science and Technology, Hangu- Pakistan</b>	
<b>High School Diploma</b>	2009
<b>Muslim Public High School &amp; College, Hangu-Pakistan</b>	

**Skills:**

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- Customer Needs Assessment
- Safety Practices
- Market Penetration
- Vendor Contracts
- Vendor Relations
- Vendor Collaboration
- Vendor Negotiations
- Shipment Processing
- Store Layouts
- Issue Resolution
- Product Marketing
- Consultative Sales Approach
- Cash Counting
- Recordkeeping Requirements

**Languages:**

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- Native: Urdu, Pashto
- Proficient English
- Upper intermediate Arabic

**References:**

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References can be provided upon request.