

# Murtuza Gulamabbas Jamnagarwala

Operations Manager



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📍 Flat No 102, Building No 20,  
Shailesh Nagar, Mumbra, Thane  
- 400612

📅 04/12/1985

🇮🇳 Indian

💍 Married

♂ Male

## 🗨️ OBJECTIVE

I am looking for a management position with a growing company where I can apply my experience to increase the company's reputation and profitability. I want to excel in this field with hard work, perseverance and dedication. I am seeking employment with a company where I can grow professionally and personally.

## 🌐 LANGUAGES

English, Hindi, Gujrati, ● ● ● ● ●  
Marathi

## 🏆 AWARDS

**Most Dependable Person In ODH  
Operations**  
CABT

## 🎓 EDUCATION

**Bachelor In Commerce**

## 📁 PROFESSIONAL EXPERIENCE

### **DRIVEU (HUMBLE MOBILE SOLUTIONS PVT LTD)**

Executive (Operations)

07/2017 – 04/2020 | Mumbai, India

### **ZUVER (YOUR DRIVER ON DEMAND)**

Executive (Operations)

02/2016 – 06/2017 | Mumbai, India

### **TINYOWL INDIA PVT LTD**

Executive (Customer Support)

07/2015 – 01/2016 | Mumbai, India

### **THE MOBILE STORE (ESSAR RETAIL)**

Senior Manager (Store Operations)

06/2007 – 05/2015 | Mumbai, India

### **PYRAMID MEGASTORE**

Associate (Sales)

04/2005 – 05/2006 | Mumbai, India

### **CREATIVITY AT BEST TECHNOLOGIES PVT LTD**

Manager (Operations)

01/2021 – 10/2023 | Mumbai, India

- Currently Working as Operations Manager
- Handling ODH Segment of Flipkart across West Zone (39 ODH)
- Driving Matrix related to customer experience (Conversion, CSAT, Fake, NPS)
- Setting Up of new ODH from nominations to Live.
- Leadership in team handling by getting involved in daily calls with every region and understanding their issues and improvement of particular ODH
- Providing end to end solution on email, & escalate if required for further escalation with clients
- Handling Supply Team & Ops Team (Setting up targets, Reviewing on Achievements)
- Giving hands on multiple verticals (Hyperlocal, Ecommerce Last Mile)
- Handling COD of west zone (Maintaining Records & reports)
- Sole ownership of west region in every parameters
- Taking daily calls, Target Vs Achievement, & Discussion with bottom hubs on previous day performance
- Visibility of Loss & Recovery, Following up with team regarding depositions or deductions from their Salaries & Payouts
- Maintaining relations with FKL Employees from central level to zonal level
- Cordination with Fleet Team & Admin Team, regarding placement of vehicle & timely utilities payments for smooth operations

### Higher Secondary Certification

Mumbai University  
2004 | Mumbai, India

### Secondary Certification

Mumbai University  
2002 | Mumbai, India

### REFERENCES

**Zuber Sayyed**, *Director (Operations)*,  
CABT

### INTERESTS

- Movies, Playing Brainy Games

### aBeT Logistics

Operations Manager  
11/2023 – present | Mumbai, India

### SKILLS

- MS Office
- Business Analytics
- Advance Excel

### DECLARATION

I Hereby Declare, All Information are correct as per my knowledge



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