

Murtuza Gulamabbas Jamnagarwala

Operations Manager



✉ Murtu1204@gmail.com

☎ 9870520011

📍 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, Gujarati,
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