

---

# MUNEEB AZMAT RAJA

---

Al-Madinah - KSA ♦ +96 659 392 7628 ♦ muneebazmat@gmail.com

Islamabad ♦ +923008343882

---

## PROFESSIONAL SUMMARY

---

Dynamic leader with a proven track record at Allied Rental Services, excelling in operations management and customer relationship management. Spearheaded sales growth and operational efficiency, achieving a 95% equipment availability rate. Expert in fleet optimization, operations, maintenance and nurturing key client relationships, significantly enhancing customer satisfaction and retention.

---

## WORK HISTORY

---

### Sales and Operations Manager (MHE, Machines and Logistics)

Allied Rental Services Limited-Allied CAT

2015-Present

Islamabad, Pakistan

Formerly Allied Rental Modaraba Managed by Allied Engineering Management Company (Caterpillar Sole Dealership in Pakistan)

<www.arsl.com.pk> <www.aesl.com.pk>

#### Sales Task and Achievements: (2020-Present)

- **Developed strong relationships with key clients**, leading to increased customer satisfaction and retention rates.
- **Responding to tenders, costing, budgeting, making business proposal** and contract designing according to customer and companies' legal requirements.
- **Designed SLAs, KPIs and legal clauses** as per applied scenario of certain project for business worthy long-term agreements with various multinational companies.
- **Manage commercial activities**, i.e. invoicing and recovery management.
- **Enhanced customer experience** by addressing service issues promptly and professionally, resolving concerns efficiently.

#### Operations Tasks and Achievements: (2015-current)

- **Manage a fleet operation of around 80+ Caterpillar equipment deployed in ISB region**, including procurement, maintenance, and disposal, to maximize utilization and minimize downtime.
- **Lead a team of 120+ employees**, providing training, performance evaluations, and mentorship to foster a high-performing workforce.
- **Oversee the maintenance and repair of all rental Caterpillar equipment**, ensuring it is in safe and optimal operating condition. Develop and implement preventative maintenance schedules weekly, monthly and yearly checks to minimize downtime and maximize equipment lifespan.
- **Ensure compliance with OSHA, and other regulatory standards**, maintaining a safe working environment for employees and clients.
- **Manage and train a team** of mechanics, technicians, and support staff for customers.
- **Evaluated equipment performance metrics regularly** to identify areas for improvement, leading to increased productivity and revenue growth.
- **Managed inventory of parts and supplies** needed for equipment maintenance and repair.
- **Handle customer inquiries and resolve any issues** related to rental equipment and material handling operations.
- **Prepare and manage the department budget** by controlling manpower and maintenance costs to optimum level.
- **Stay up-to-date on the latest technologies** and advancements in Caterpillar equipment.
- **Logistics Maintenance Manager: (2017-2018)** In addition to above, I also managed maintenance operations for newly procured Isuzu Trucks with flat beds for Schlumberger logistics operations during initial 2 years of the project i.e. 2017-18.

## **Project Engineer** (Material Handling Equipment/Warehousing)

### Allied Rental Modaraba-Allied CAT

2014-2015

Lahore, Pakistan

Now Allied Rental Services Limited Managed by Allied Engineering Management Company (Caterpillar Sole Dealership in Pakistan)

<www.arm.com.pk> <www.aesl.com.pk>

- **Managed Rental Project at customer site** by ensuring that all KPIs are met within the company as agreed with the customer.
- **Managed material handling operations** in WIP and FG warehouses and machine area that includes proper warehouse and inventory management by strictly following FIFO (First in First Out) to reduce wastages.
- **Managed Repair and Maintenance of CATERPILLAR Material Handling Equipment** deployed at site to make sure 95% seamless availability of equipment.
- **Training and development of Forklift Truck/MHE drivers** for safe and seamless operations.
- **Ensuring occupational health and safety and maintaining 5S principles** within the warehouse.
- **Facilitated training sessions for project team members**, boosting their skills and performance.

## **Project Manager** (Business Analyst)

### Medical Billing Transcription Company - MTBC

01/2012-01/2013

Rawalpindi, Pakistan

- Manage assigned projects and initiate new directions for controlling the existing problems, which helps in improving and refining the operational processes.
- Analyze quarterly corporate forecast and provide management quarterly reviews on drivers of variances.
- Analyze different departments' processes to understand significant business drivers and translate them to reporting.

---

## EDUCATION

---

### **International General Certificate in Occupational Health and Safety**

NEBOSH, UK (WISH Institute)

02/2022

Islamabad-Pakistan

### **MS. Design and Manufacturing Engineering**

National University of Sciences & Technology-NUST,

09/2012 – 08/2016

Islamabad-Pakistan

### **BSc Industrial Engineering and Management**

University of the Punjab, Lahore

11/2006 – 02/2011

Lahore, Pakistan

---

## TRAININGS & CERTIFICATIONS

---

Attended seminars on Quality Assurance and ISO 9001:2001 & 14001:2004

### **Professional Development Certificate (2006-2011)**

Completed PD course about Moral codes and ethics, Sportsmanship and Team spirit, SWOT, and workplace discipline in Bachelors.

### **HSE level II awarded by High-field Awarding Body for Compliance (03/2014)**

HABC Risk Identification Short Course

### **Electric Counter Balance Lift Truck Technical Training Course (08/2015)**

Completed technical training of EP-CA and EP-TCB FLT's including mechanical and electrical troubleshooting at CAT-Nichiyu Thailand.

### **International General Certificate in Occupational Health and Safety by NEBOSH (02/2022)**

Completed IGC course which included Occupational HSE, Risk assessment, HSE Culture and accident investigation etc.

### **Business Process Improvement (04/2022)**

Completed Course on Business Process Improvement on LinkedIn Learning

### **Project Management Skills for Leaders (04/2022)**

Completed Course on Project Management on LinkedIn Learning

### **Business Analysis Foundations: Strategy Analysis (04/2022)**

Completed Course on Business Analysis Foundations with Strategic Analysis on LinkedIn Learning

---

## ORGANIZATIONS

---

### Institute of Engineers Australia EA (11/2022-Present)

*Registered as a Professional Engineer by Engineers Australia in November 2022.*

### World Education Services – WES (01/2020-Present)

Have qualifications equivalency of Master's Degree from WES.

### Pakistan Engineering Council PEC (July 2011-Present)

*Registered as an Engineer at Pakistan Engineering Council (PEC).*

---

## SOFTWARE SKILLS

---

- Microsoft Office Suite



- MLAP Parts Analysis



- CAT TMI SIMS



- CAT Systems



- CAT SIS 2.0



- CAT Inspect



- Microsoft Project



- SAP



- CAT WMS



- Data Analysis Tools



- CAT Vision Link



---

## LANGUAGES

---

### English:



Native or Bilingual

### Hindi:



Listening & Speaking

### Urdu:



Native or Bilingual

### Arabic:



Reading and Writing

---

## REFERENCES

---

Can be arranged upon Request