

Moeed Afzal

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Skills & Abilities

- Project Management
- Continuous Improvement
- Inventory Management
- Team Collaboration
- MS Project, Oracle
- Logistics/Distribution Management

Experience

Continuous Improvement Associate | Action Refund | February 2024 - Present

- Led design and implementation of QA processes for smooth operations and improved customer satisfaction. 'Charge back' amount reduced by 8%, equivalent to USD 400,000.
- Collaborated with cross-functional teams- Sales, Case Managers, Compliance and Support to address quality issues. Each case sifted, examined and prioritized to control the service delivery promises. In total, 600 cases scrutinized, 10% of the 'false' promises filtered out in the early initiation phase.
- Spearheaded comprehensive reports, detailed findings, trends and recommendations for the senior leadership.

Assistant Project Manager | KentPlc United Kingdom | April 2023 - October 2023

- Arranged Project Execution Plan document for Morgan and Mona 3.2 GW, Morven 3 GW and BOWL PCU offshore wind projects. The projects were in Pre-FEED, FEED and Power Boost Upgrade stage, respectively.
- Organized CTRs – Cost, Time and Resources for new bids and extended work proposals for existing projects.
- Produced dashboards for budget tracking using ERP software data export – Oracle.
- Created trackers for MDR – Main Document Register for deliverables and comments from the clients.
- Managed schedule, PQQ, RFP documents and TQs register for Bids.

Transport Area Manager | Amazon UK Services Ltd | May 2022 – November 2022

- My leadership and hard work of the 22-yard marshals and four leads, brought the On-Time Departure, a Key Performance Indicator of each site, to 98%, outperformed the entire region for 5 consecutive months. Team motivation and constant strive for better standards contributed to it.
- Supervised high-level vigilance for safer operations. Near misses and safety incidents brought down by 10 %. Contributing factors were, working with stakeholders, HSE/WHS and security to improve overall safe environment in the Yard and conducted in-depth investigations for minuscule details to find the root causes.
- Projected Labor hours using activity-tracking tools - Gantt charts & time on task.
- Extensive use of RACI to divide responsibilities among the team for better learning opportunities for team. Generated Business reports and shared within the Fulfillment Centre and regional managers with TOM- Transport Operations Management- Senior leadership.
- Supervised Support/cross-functional teams to follow up on GEMBA risk actions and constraints removed from Operations.
- Proficient in Microsoft Office Suite & Project Management tools-ASANA.
- Procured Operations and Safety equipment - Hi Vis, Chocks, and PPE. Understanding of Purchase acquisitions and purchase orders
- Due diligence was provided to create open requisitions/tenders for engagements of contractors. Proactively performed general maintenance/repairs of Combi Locks and Dock Doors for PEAK preparations.
- 3 Associates were promoted to leads. Interview guidance provided and helped them to communicate effectively in front of the interview panel.

IT Equipment Coordinator | Amazon UK Services Ltd | December 2021 – April 2022

- Supported BHX3-IT with inventory management via STUFF.
- Carried out inbound items (transfer/COUPA orders).
- Hardware builds. Supported IT technicians for the safe deployment of new assets.
- End-user equipment audits.
- Customer service and Trouble Ticket coordination.

Education

MSc Engineering Project Management | March 2022 | Coventry University United Kingdom

MSc Design & Manufacturing Engineering | April 2017 | National University of sciences and technology Islamabad

BE Materials Engineering | June 2013 | National University of sciences and technology Islamabad