

## Zoheb Siddiqi

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### Professional Summary

Seasoned Operations Manager with over 17 years of on-ground experience across operations, logistics, supply chain, procurement, sales, and customer service. Known for a practical, results-oriented approach to managing people, solving daily challenges, and keeping things running smoothly. Skilled in coordinating cross-department activities, handling vendors, controlling costs, and improving turnaround times. Strong track record of building efficient workflows and dependable teams that deliver under pressure.

### Experience

#### ***Uni Oil General Trading – UAE Operations***

*Overseas Branch of United Lube Oil Company - KSA*

#### ***Operations Manager | March 2014 – Present***

- Oversee daily operations and logistics supporting nationwide sales and distribution for base oils, automotive lubricants and greases.
- Partner with the sales team to align supply, dispatch, and delivery schedules with customer demand and market priorities.
- Drove cross-functional coordination between operations, procurement, and sales teams to ensure seamless customer service.
- Managed key accounts and dealer relationships, ensuring timely order fulfillment and consistent service quality.
- Directed cross-border logistics operations for 30 plus drivers operating between KSA and UAE, overseeing trip planning, customs coordination, driver utilization, and cost control to maximize fleet productivity and delivery reliability.
- Monitored sales trends, stock movement, and regional demand to optimize inventory and reduce excess stock levels by 20%.
- Recognized for hands-on leadership and the ability to maintain seamless operations under tight deadlines.
- Collaborated with finance and sales departments to forecast monthly demand and plan inventory, reducing stockouts during peak sales cycles.
- Trained and mentored sales coordinators on order handling, documentation, and customer communication, improving overall accuracy and client satisfaction.

#### ***Eagle Grease Lubricants Mfg. LLC – Sharjah, UAE***

#### ***Purchase and Production Manager | June 2009 – Feb 2014***

- Managed end-to-end production operations, achieving consistent on-time delivery and high product quality.
- Oversaw procurement and vendor management, achieving cost reductions and improved supplier performance.
- Developed and implemented efficient production schedules that optimized resources and minimized downtime.
- Introduced process improvements in manufacturing and supply chain, boosting operational efficiency.
- Coordinated with quality, logistics, and supply chain teams to ensure regulatory compliance and safety standards.
- Conducted performance evaluations of production lines, implementing changes that enhanced output and reduced waste.
- Played a key role in strategic planning for new product launches, aligning production capacity with market demand.

## **RAK Bank - Dubai, UAE**

### **Relationship Officer (SME – Business Finance) | October 2007 – January 2009**

- Managed a portfolio of SME clients, providing tailored financial solutions to support business growth.
- Assessed creditworthiness, structured loan proposals, and monitored repayments, maintaining a high-performing portfolio.
- Built and maintained strong client relationships, achieving high client satisfaction and retention.
- Conducted market research to identify potential clients and expand the bank's SME portfolio.
- Advised SMEs on financial planning, cash flow management, and business expansion, enabling sustainable growth.
- Collaborated with internal teams to streamline loan approval and processing workflows, improving efficiency.
- Consistently met or exceeded portfolio growth targets while mitigating risk and maintaining regulatory compliance.

## **Education**

- **Bachelor of Business Administration (BBA) – 2 Years Completed**  
Emirates College for Management & Information Technology, Dubai | 2003–2005  
*Focused on Marketing, Finance, and Management*
- **Higher Secondary**  
Emirates English Speaking School, Dubai | 2002

## **Skills**

- Operations & Logistics Management
- Supply Chain Coordination
- Procurement & Vendor Relations
- Inventory Control & Warehouse Management
- Sales & Distribution Support
- Team Leadership & Staff Supervision
- Process Improvement & Cost Optimization
- Client Relationship Management
- Order Planning
- Negotiation & Problem Solving