

ZAHEER U DIN SAJJAD

Operations Lead | Last-Mile Delivery, 3PL & Multi-Aggregator Logistics

Abu Dhabi, UAE · +971 52 301 6838 · Choudaryzaheer5@gmail.com · linkedin.com/in/zaheer-sajjad-a4385367

Own Visa (Active) — Available to Join Immediately · Valid UAE Driving License

PROFESSIONAL SUMMARY

Operations Leader with 8+ years scaling last-mile delivery, 3PL, and multi-aggregator logistics across the UAE. Built a city operation from 21 to 260+ riders in under 12 months and managed fleets of 400+ vehicles and riders across 6 major platforms including Amazon, Careem Food, Noon Minutes, Keeta, Hala Park, and Americana. Strong in KPI/SLA management, rider compliance (97%), and data-driven planning. Immediately available for operations leadership roles in Abu Dhabi, Al Ain, and Dubai.

KEY ACHIEVEMENTS

- Scaled last-mile fleet from 21 to 260+ riders in under 12 months, building SOPs and structures from zero
- Managed a 3PL network of 400+ vehicles across recovery, towing, tankers, and mobile service units
- Delivered and sustained 97% rider compliance across multiple aggregator zones
- Ran operations across 6 aggregator platforms simultaneously while protecting SLAs and ratings

PROFESSIONAL EXPERIENCE

Operations Lead — Cheetah Delivery Service, Abu Dhabi

Jan 2026 – Jun 2026

- Led last-mile operations across 6 aggregator zones, managing 260+ riders across 4 store locations
- Owned KPI and SLA performance per zone — deployment, shift design, compliance, and escalations
- Translated live aggregator dashboards (Amazon, Careem, Noon, Keeta, Hala Park, Americana) into weekly and monthly action plans
- Maintained 97% rider compliance through structured audits, on-ground supervision, and policy enforcement
- Ensured business continuity during peak windows via capacity planning and contingency deployment

Operations Supervisor — Cheetah Delivery Service, Abu Dhabi

Jan 2025 – Jan 2026

- Founding supervisor at Abu Dhabi launch with 21 riders and zero infrastructure
- Built all SOPs, recruitment pipelines, deployment frameworks, and performance systems from scratch
- Scaled fleet to 260+ riders (12x growth) in under a year; promoted to Operations Lead

Supply Chain Team Lead — Tanker App, Abu Dhabi

Aug 2023 – Dec 2024

- Led service delivery for an on-demand automobile assistance platform across Abu Dhabi
- Managed a 3PL network of 400+ vehicles (recovery, towing, tankers, mobile tyre/oil units)
- Tracked response time, completion rate, and quality KPIs; drove corrective action where needed

Operations Coordinator — Bolt Delivery Service, Abu Dhabi

May 2019 – Feb 2023

- Coordinated daily operations for 397 riders and drivers — scheduling, deployment, performance tracking
- Owned KPI dashboards, identifying gaps and driving corrective coaching with team leads

Operations Supervisor — Flash Courier Service, Abu Dhabi

Feb 2018 – Apr 2019

- Supervised courier teams, set daily targets, and enforced operational policies and routes

Team Supervisor — VC Transport Company, Abu Dhabi

Feb 2016 – Apr 2017

- Led transport staff in route planning, shift scheduling, and vehicle maintenance coordination

CORE COMPETENCIES

Operations: Last-Mile & 3PL · Multi-Aggregator Management · City Launch & Scale-Up · Route & Capacity Planning · Business Continuity

Leadership: Fleet Scaling (21 → 260+) · Large Team Leadership (400+) · Rider Training · Escalation Management · Stakeholder Management

Data & Compliance: KPI/SLA Management · Dashboard Analysis · Performance Reporting · Compliance Frameworks (97%) · Real-Time Monitoring

EDUCATION & ADDITIONAL INFORMATION

Bachelor of Computer Science — University of Punjab, 2015

Languages: English (Fluent) · Urdu (Native) · Punjabi (Native) · Hindi (Fluent) · Arabic (Understanding)

Availability: Immediate joiner · Open to roles across Abu Dhabi, Al Ain, and Dubai