

# MUHAMMAD ADNAN

**General Manager – Operations & Finance**

**Departmental Stores | Pharmacy | Retail | Supply Chain | Multi-Branch Management**

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Visa Status: Transferable Iqama (General Labor – Loading/Unloading)

## PROFESSIONAL SUMMARY

**Results-driven General Management and Operations Professional** with 23+ years of experience in multi-branch retail and pharmacy environments. Proven expertise in leading large teams, managing end-to-end operations, and ensuring SOP compliance across multiple locations.

Strong background in **supply chain, inventory control, procurement, vendor management, and full-spectrum accounting** (P&L, payroll, financial reporting). Skilled in improving operational efficiency, cost control, and stock availability through effective planning and performance management.

Experienced in **cross-functional coordination at HOD level**, implementing structured systems to streamline operations and ensure timely execution. Proficient in ERP/POS systems (Multisoft, QuickBooks, Zsoft, etc.) with strong data analysis and reporting skills.

## CORE SKILLS

- General Management & Operations Leadership
- Team Leadership & Workforce Supervision: Multi-Branch Coordination
- HODs, Branch Managers & Supply Chain Staff Management
- Accounting & Bookkeeping: P&L, Ledgers, Balance Sheet
- Accounts Payable & Receivable Management
- Bank Reconciliation & Cash Handling Operations
- Payroll Processing & Vendor Payments
- Inventory Control & Stock Management / Supply Chain Management
- Financial Reporting & Data Analysis
- Retail Operations & Customer Service
- Daily Training Sessions for HODs, Branch Managers, Supply Chain Staff & Employees
- Facility Hygiene, Safety & ISO-compliant SOPs Implementation
- Digital Communication Systems for Real-Time Coordination

## WORK EXPERIENCE

### Umar Group of Pharmacies

#### General Manager – Finance & Supply Operations | Feb 2019 – Apr 2026

- Led multi-branch retail operations across **10 branches**, managing Branch Managers, Shift In-charges, 450+ staff, and supply chain personnel
- Achieved consistent operational efficiency by improving sales performance, stock availability, and cost control KPIs across all branches
- Managed end-to-end operations including financial management, procurement, inventory control, and vendor coordination
- Supervised daily operations ensuring 100% SOP compliance, hygiene, safety, and service standards across all locations
- **Coordinated daily operations with all department HODs including Operations, Procurement, Finance, HR, IT, Auditing, Surveillance, Maintenance, Media, Online Services, and Facility/Meal Management; implemented structured WhatsApp communication groups for each department to streamline coordination, track activities, and ensure timely issue resolution**
- Improved financial tracking and reporting systems, enhancing decision-making speed, accuracy, and transparency
- Controlled operational budgets, reduced wastage, and optimized cash flow and expense management KPIs

## **Cash & Carry Departmental Store's**

### **General Manager – Operations: Retail, Finance & Warehouse | May 2005 – Nov 2018**

- Managed **3 departmental store branches** with **80+ staff**, overseeing retail operations, finance, and warehouse functions
- Controlled full accounting operations including ledgers, cash handling, payroll, and financial reporting with accuracy
- Led end-to-end operations including inventory management, procurement, vendor coordination, merchandising, and customer service
- Conducted staff training and performance management to improve productivity and service standards
- Implemented structured daily reporting system covering sales, stock, and financial performance for direct reporting to owner

## **Wadud Son's Departmental Stores,**

### **Sales Manager – Accountant – Peshawar (Dec 2002 – Jan 2005)**

- Managed sales operations and accounting functions in a high-volume retail environment
- Handled cash and card transactions with strong financial control and accuracy
- Executed banking operations including cash deposits, cheque handling, and fund transfers
- Maintained customer, vendor, and staff credit ledgers with proper documentation
- Performed daily and weekly financial reconciliation using POS systems and banking portals
- Managed vendor payments, cash flow, and outstanding balances efficiently
- Ensured availability of operational cash for smooth store operations
- Maintained POS and financial records with accuracy, transparency, and compliance

## **EDUCATION**

- **University of Peshawar**  
Bachelor of Commerce: B. Com | 2008

## **TECHNICAL EDUCATION**

- **Trade Testing Board Peshawar**  
EMBA – Executive Management Business Administration: One Year Diploma | 2011

## **TECHNICAL SKILLS**

- MS Excel: Advanced, MS Word, PowerPoint
- QuickBooks, Zsoft, Abuzar, POS Live, Marwatech, Multisoft

## **LANGUAGES**

- English: Intermediate
- Arabic: Basic (currently learning)
- Urdu: Native
- Pashto: Native
- Punjabi: Fluent