

Muhammad Adnan

GENERAL MANAGER – OPERATIONS | RETAIL, FINANCE & SUPPLY CHAIN



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Al Kawthar District, Jeddah Saudi Arabia

Visa Status: Transferable

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Academic data

University of Peshawar

Bachelor of Commerce (B.Com) – 2008

Peshawar Board

Diploma in Commerce (D.Com) – 2006

Peshawar Board

Matriculation – 2002

Technichel Education

Trade Testing Board Peshawar

EMBA – Executive Management Business Administration (one Year Diploma 2011)

Technichel Skills

MS Excel (Advanced), MS Word, PowerPoint
QuickBooks, Zsoft, Abuzar, POS Live, Marwatech, Multisoft

CORE SKILLS

- General Management & Operations Leadership
- Team Leadership & Workforce Supervision (Multi-Branch Coordination) / HODs, BMs & 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 (BMs), Supply Chain Staff & Employees

Languages

English:
Intermediate

Urdu:
Native

Pashto:
Native

Punjabi:
Fluent

PROFESSIONAL SUMMARY

Results-driven Operations & General Management professional with 17+ years of experience (Mar 2009 – Apr 2026) in multi-branch retail, pharmacy, and departmental store operations. Proven expertise in leading large teams of 300+ staff, overseeing end-to-end business operations, and ensuring SOP-driven performance across multiple locations.

Strong background in finance, accounting, warehouse, and supply chain management, including budgeting, payroll, inventory control, bank reconciliation, and vendor management, supporting overall operational efficiency.

Demonstrated success in improving profitability, reducing costs, and managing complex operations through strong leadership, data-driven decision-making, and direct reporting to top management/CEO.

Work experience

General Manager – Finance & Operations

Umar Group of Pharmacies (Feb 2019 – Apr 2026)

- Seasoned Operations Leader with progressive growth into General Management, successfully overseeing 10+ branches, 300+ staff, and 60+ supply chain personnel across multi-site retail operations
- Led and directed end-to-end business operations including inventory, supply chain, HR coordination, vendor management, and procurement, ensuring smooth and efficient performance across all locations
- Led daily operations including staff KPIs, recruitment, customer complaint handling, market analysis, and product availability management
- Conducted weekly surprise visits, performance evaluations, and team development sessions to drive efficiency, discipline, and service quality
- Ensured facility hygiene, safety, and maintenance standards across all branches in line with **ISO-compliant SOPs**, maintaining cleanliness as a key operational priority
- Implemented structured digital communication systems (WhatsApp groups) for real-time coordination, performance tracking, and issue resolution across all departments
- Reviewed daily reports from all HODs, compiled insights with action plans, and reported directly to CEO for strategic decision-making and execution

General Manager – Operations (Retail, Finance & Warehouse)

Cash & Carry Departmental Store's (Mar 2009 – Nov 2018)

- Managed 3 departmental store branches with 80+ staff, overseeing complete retail operations, accounting, and team leadership
- Handled ledgers, cash transactions, payroll, inventory control, and financial reporting, ensuring accuracy and efficiency
- Directed end-to-end operations including stock management, vendor coordination, merchandising, and customer service excellence
- Conducted staff training and performance management, improving team efficiency and service standards
- Implemented structured daily reporting system, compiling branch performance, sales, and financial data, and reporting directly to the owner with actionable insights