



# Imran Anwar

## Operations Management

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Personal Details:

17/06/1984 • UK • British National  
Male • Married

**Accomplished and results-driven professional with versatile experience in various facets of operations management and business development.**

Credible success developing and implementing robust processes, road maps, and plans to optimise operational efficiency and business performance. Expert at devising and deploying cost control measures and executing performance reviews, training cycles, and succession planning. Proven track record of revenue growth, project management, retail execution, warehouse and logistics control, customer satisfaction enhancement, as well as people development and engagement. Strong leader recognised for building, supervising, motivating, and enabling teams to achieve established goals across complex and evolving environments. Expert at forging and nurturing working relationship with third party and external stakeholders to support business development. A versatile team player adaptable to changing situations and performing effectively and independently in challenging environments.

### Areas of Expertise

- Project Management
- Operational Excellence
- Data Analysis
- Team Building & Leadership
- P/L & Budget Management
- Strategic Planning
- Stock Management
- Process Optimisation
- Business Standards Development

### Career Experience

**Boots Walgreens Alliance, Alshaya International, Saudi Arabia**

**July 2016 – Feb 2021**

**Country Operations Manager**

Fostered business prosperity by managing and communicating annual operating plan with turnover of 185M SAR in 2020, expected to grow to 100 stores by 2023 with forecasted turnover of 400M SAR. Co-ordinated entire facets of 62 stores, including supervision of 360 store staff, six area managers, two training officers, as well as six VM and commercial leads for attainment of shared objective. Drove business continuity and growth by ensuring SOP, SLA, and operations compliance with partners and retail units through management of warehouse and logistics teams. Uncovered growth opportunities by initiating change and service delivery through effective project management across entire country. Led the execution of sales and marketing program metrics to steer company's profitability and recognition among market competitors. Enabled brand operations execution in accordance with organisation standards, including health and safety, audit, LP, GCS, H&S, HR, legal stipulations, and general duty of care. Met expansion plan by spearheading restructure projects in collaboration with IT, commercial, warehouse, logistics, marketing, and operations departments. Played a vital role as Interim Senior Operations lead in firm upgrading by supporting of Qatar and Bahrain markets.

- Enhanced financial efficiency by managing and attaining P&L budget for all retail units.
- Reduced shrinkage down to 0.6%.
- Maintained NPS score of 85% across the Middle East by initiating all aspects of customer service journey.
- Improved dispensing error reporting by 200% and slashed dispensing errors down by 60% YOY.
- Optimised operational efficiency by developing, improving, and deploying SOPs and SLA's.
- Decreased controllable costs by 30% by leveraging cost containment and control practice.
- Ensured business development by executing performance reviews, training cycles, and succession planning.
- Enhanced key skills by executing top-notch training to all staff in co-ordination with the Middle East Group customer service team and training managers.
- Improved profitability and OSA (on shelf availability) to 95% by planning schedules, forecasting sales, ensuring stock availability, and negotiating deals in coordination with supply chain department.

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- Achieved strategic goals and business objectives by monitoring multi-level KPIs through steering of collaborative efforts with third party and external stakeholders.
- Met 50% nationalisation targets through effective recruitment, training and retention programs whilst working with HR and learning and development teams.

**Maltby Partnerships Ltd, Rotherham & Pharma-surge Partnerships Ltd, UK**

**Feb 2013 – April 2016**

**Superintendent Pharmacist Manager & Area Manager**

Streamlined all operations by serving as head of operations and clinical lead for entire retail pharmacy and wholesale business (15 branches). Co-ordinated entire facets of HR procedures, staff recruitment, as well as training and evaluation from apprentice to superintendent pharmacist level. Owned control over management of P&L, stock budgets, cost control and business development, clinical accuracy, as well as error control. Drove execution of up-to-date pharmacy practice at inter branch level including government relations; information governance, SOP reviews, RCA, MHRA and DoH reporting, as well as audit fulfilment by implementing local and national standards. Offered clinical services and effective prescribing with keen focus on reducing prescribing and dispensing errors by managing project in co-ordination with health clinics and local health authorities.

- Devised and attained 1.1% shrinkage in the first year.
- Improved staff training, customer journey, and relations by deploying customer satisfaction monitoring across entire business.
- Executed enhanced merchandising and purchasing, promotional projects, and staff training, resulting in attainment of OTC revenues YOY growth by 150%
- Accomplished 80% of NMS national target and 100% targets in MUR service provision across all branches, while leading local minor ailments service provision with YOY growth of 200%.

**Eightlands Ltd, UK**

**Aug 10 – Feb 2013**

**Store & Area Pharmacy Manager**

Ensured seamless workflow by building and directing a group of 10 independent pharmacies. Drove clinical pharmacy service provision and operation by developing and deploying SOP's and protocols. Avoided inventory obsolescence and wasted capital from useless goods by managing stock budgets. Moderated supply and demand fluctuations by overseeing wholesaling activities. Enabled deployment of up-to-date pharmacy practice at inter branch level including information governance, actual and near miss error recording and reduction, clinical requirements, PCT reports, and audits by executing local and national standards.

- Expanded key skills and knowledge by delivering education and expert-level support to colleagues from dispenser and technician to management level.
- Improved health outcomes in the population and responded to people's expectations, while reducing inequalities in both health and responsiveness by managing enhanced and advanced service provision.

*Additional Experience as **Trainee Pharmacist** with The Leeds Teaching Hospitals NHS Trust; Pharmacy Department*

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**Education**

**Master of Pharmacy (MPharm) (2:1 with Honours),** Kingston University & St Georges Hospital Medical School

**CELTA Qualification,** University of Cambridge & Sheffield

**HNC: Medical Sciences,** University of Leeds

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**Training, Achievements & Certification**

Lean Six Sigma Black Belt Certification, expected to complete in august 2021

Coaching and Leadership Workshop – Alshaya L&D Department

South West London prize for best master's project 2010

PTCC – Ongoing