

# MUHAMMAD ALYAN

MSc Logistics & Supply Chain Management · CILT Member · CIPS Affiliate Member

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## PROFESSIONAL PROFILE

MSc Logistics & Supply Chain Management graduate from Royal Holloway, University of London, with dissertation research analysing operations across three UK logistics and facilities-management organisations and delivering practical process recommendations. Combines that analytical grounding with hands-on experience coordinating teams, stock and service delivery in fast-paced, customer-facing environments. A CILT member and CIPS affiliate, open to international relocation and seeking an early-career role in supply chain, logistics, procurement or operations.

## MSC RESEARCH — AUTOMATION & WORKFORCE STRATEGY

*'The Impact of Automation on Workforce Strategy in the UK Logistics & Facilities Management Sector'*

- Designed and ran a **qualitative multi-case comparative study** across three UK logistics and facilities-management organisations, examining how automation reshapes operations and workforce strategy.
- **Secured and conducted interviews with four senior industry figures** — including a Director of Infrastructure Logistics Integration, a company Chairman, a Head of Solutions and a national trade-body policy lead — triangulated against company documents and sector data.
- Built a detailed picture of how each operation ran, **identified where processes could be improved**, and delivered five practical recommendations to the organisations involved.
- **Key finding:** the operations gaining most from new technology were those treating **continuous improvement** as more important than the technology itself.

## PROFESSIONAL EXPERIENCE

**Shift Supervisor** · German Doner Kebab, London *Oct 2024 – Present*

- **Deploy and supervise a multiskilled team** across kitchen and front-of-house functions, reallocating people in real time to meet fluctuating demand and protect service levels.
- Manage **stock control, ordering and supplier communication**, forecasting demand to reduce waste while protecting availability.
- Own **cash handling, POS transactions, end-of-shift reconciliation** and operational reporting.
- Uphold **service, hygiene and safety standards** in a fast-paced, customer-facing environment; resolve complaints and escalations promptly and professionally.

**Brand Ambassador** · Hydra Sales Group, London *Nov 2023 – Jun 2024*

- Consistently hit **weekly sales targets**, ranking **top 20%** of team performance in a high-rejection, target-driven environment.
- Maintained **CRM records**, tracked leads and ran timely follow-ups to sustain pipeline growth.
- Built **negotiation, objection-handling and stakeholder-communication** skills through direct client engagement.

## LEADERSHIP & SECTOR ENGAGEMENT

**Co-Founder & Events Coordinator, Academic Committee** · Royal Holloway, University of London *Jan 2026 – Present*

- **Co-founded** the committee — establishing its governance structure, objectives and founding membership.
- Plan and deliver academic events and workshops, managing **event logistics, scheduling and external speakers** alongside full-time postgraduate study.

**Events Coordinator, TEDx Event** *June 2026*

- Coordinated delivery of a **TEDx event**, managing event logistics and scheduling to a fixed public deadline.

### Industry Engagement

- **Presented MSc research** on Lean logistics and sustainable supply chains to practitioners at **NOW Construction and SEGRO**, Axis Park — following a site walk of a live 36-week redevelopment involving 50+ subcontractors.
- **Site visits:** BMW Mini Plant, Oxford (Just-in-Sequence, Andon, automation) · Marks & Spencer distribution (Flow Teams, pick accuracy, stock shrinkage) · Wilson James Consolidation Centre, Silvertown · DHL Consolidation Centre, Gatwick.
- **Conferences & professional bodies:** CILT Next Generation Conference 2026 (John Lewis DC, Milton Keynes) · Multimodal 2026 (NEC Birmingham) · CIPS Central London AGM and sustainability sessions.

## EDUCATION

**MSc Logistics & Supply Chain Management** · Royal Holloway, University of London 2025 – 2026

- Operations & Quality Management · Purchasing & Inventory Management · Warehousing & Distribution Network Design · Research Methods & Project Management.
- Focus: lean methodologies and Six Sigma, strategic procurement, supplier evaluation, demand forecasting, warehouse and last-mile network optimisation.

**BA (Hons) Global Business** · Coventry University London 2022 – 2023

- Global Business Strategy · Project Management · Innovation & Entrepreneurship.

**SKILLS, MEMBERSHIPS & LANGUAGES**

- **Technical:** Advanced Excel (analysis, reporting, spreadsheet modelling) · MS Word & Outlook · POS and CRM platforms · QuickBooks · qualitative research and thematic analysis.
- **Competencies:** supply chain and operations coordination · procurement and inventory management · demand forecasting · KPI and performance reporting · stakeholder management · process improvement · team leadership.
- **Memberships:** Member, Chartered Institute of Logistics and Transport (CILT) — no. 4175063 · Affiliate Member, Chartered Institute of Procurement and Supply (CIPS), via CIPS-accredited MSc.
- **Languages:** English (fluent) · Urdu (native) · Hindi (fluent).