Osama Shaikh

alonehush@gmail.com
https://www.linkedin.com/in/shaikh-osama/
91-9823405063
Bangalore, IND

CISCP-CISCM certified professional with a strong foundation in coordination and operations. I focus on simplifying processes, improving workflows, and handling client communication to keep projects running smoothly. I bring experience in task automation and quality assurance, helping teams work more efficiently and make the most of available resources.

Work Experience

Business Manager
Maxcele | *Bangalore, India*

May 2024 - Present

- Oversee daily operations and manage administrative tasks, including client communications.
- Coordinate projects, streamline workflows, and implement SOPs to optimise business efficiency and productivity.
- Deliver data solutions through collection, cleaning, analysis, and insights to support informed decision-making.
- Offer IT support, website updates, and maintain technical documentation for seamless digital operations.
- Provide customer support across email, chat, and phone; manage CRM tools and maintain strong client relationships.
- Handle finance tasks such as bookkeeping, invoice tracking, expense reporting, and supporting financial overviews.
- Manage e-commerce operations, including product listings, inventory, order processing, and agent communications.

Operations Executive / Project Coordinator / Data Analyst
NeoMam Studios | *Manchester, UK*

May 2014 - Apr 2024

- Optimised processes across multiple platforms and departments by performing diverse QA tasks and evaluating workflows.
- Documented clear standard operating procedures describing the use, purpose, and architecture of internal processes, eventually improving the overall understanding of the system.
- Worked with the team to ensure the seamless functioning of the billing system for clients.
- Enchanted internal processes by eliminating redundancy and ultimately improving efficiency.
- Coordinated with clients and team members on a myriad of projects facilitating smooth communication and eliminating confusion.
- Automated a myriad of manual tasks removing discrepancies and saving labour costs.
- Architected the agency's file management system.
- Developed business intelligence reports for meetings.
- Deployed an intricate project management system using Trello and Google App Script.
- Managed a heavily computerised financial management system with detailed business intelligence dashboards providing a solid decision-making platform for the management team.

Administrative Executive
Freelance | *Akola. India*

Aug 2010 - Mar 2014

- Led the design and development of various websites/mobile apps
- Fine-tuned business processes by eliminating bottlenecks which saved the team's time.
- Completed extremely intricate data entry projects using JavaScript which resulted in 100% accurate database
- Tutored several students in computer languages and business apps

Core Skills

Management: Operations Management, Administrative Management, Project Coordination, Standard Operating Procedures, Process Optimisation

Communication: Client Liaison, Technical documentation, Reporting

Data Management: Data Analysis, Business Intelligence, Database Management

Technology: Automation, MS Power BI, SQL

Business Apps: Google Workspace, Microsoft Office, Google Apps Script

Education

Government Polytechnic, Nagpur   Jun 2007 - Dec 2007

Diploma in Software Development Computer Science

Amravati University, Akola (India)   Jun 2003 - Dec 2006

Bachelor of Commerce Accounting & Finance

Languages

English *(Native)*, **Hindi** *(Native)*, **Urdu** *(Native)*, **Spanish** *(Conversational)*

Certificates

CISCP   Apr 2025
International Federation of Purchasing and Supply Management (IFPSM)

CISCM   Apr 2025
International Federation of Purchasing and Supply Management (IFPSM)