

Shahzad Khan

Operations Manager | Digital & IT Project Manager

Dubai, UAE

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Summary

Operations & Digital Manager with 8+ years of experience leading business operations, cross-functional teams, and digital projects across international markets. Combines hands-on operations leadership – staff management, workflow optimization, and resource planning – with technical expertise as a WordPress/Shopify developer, having delivered 500+ web and e-commerce projects while leading development teams of up to 50. Proven track record improving operational efficiency and driving business growth through effective planning, process improvement, and cross-team coordination. Skilled in project management, customer relationship management, and digital marketing, with certifications in PMP and Agile Scrum.

Experience

Operations & Digital Manager | IT Administrator

Blloom, Dubai, UAE

Nov 2022 – Jun 2026

- Oversee daily business operations across a cross-functional team, ensuring efficient workflows, timely task execution, and consistent service quality
- Manage customer support operations, handling escalations and resolving issues to maintain high customer satisfaction
- Lead website maintenance, digital marketing, and marketing automation initiatives, coordinating execution across web, social, and email channels
- Monitor business performance and staff productivity, identifying process improvements that streamline operations and reduce inefficiencies
- Serve as IT Administrator, managing user access, software systems, and technical support to keep business systems running smoothly
- Coordinate social media and marketing campaigns alongside core operational duties, balancing digital growth initiatives with day-to-day business management

Senior Web Developer(WordPress, WooCommerce & Shopify) & Project Manager

RANKYARD, Bahawalpur, Pakistan

Sep 2020 – Oct 2022

- Led a team of 50 developers across WordPress and Shopify projects, overseeing project planning, task allocation, and delivery timelines for high-quality websites and e-commerce stores
- Built and optimized WordPress, WooCommerce, and Shopify solutions across diverse project types, including drop-shipping, booking, membership, real estate, and multi-vendor platforms
- Collaborated directly with clients to gather requirements, streamline workflows, and ensure project specifications were met
- Maintained quality standards across concurrent projects and a large distributed team, supporting operational efficiency and consistent on-time delivery
- Drove customer satisfaction through clear communication and successful execution of diverse, technically complex builds

Project Manager & IT Supervisor

Enigma 360, Bahawalpur, Pakistan

Jan 2018 – Sep 2020

- Managed end-to-end project execution, coordinating teams, assigning tasks, and monitoring progress to ensure on-time delivery within quality standards
- Oversaw day-to-day IT operations, maintaining business systems and websites while providing technical support across the organization
- Managed user access and software administration, ensuring smooth and secure operational workflows
- Worked closely with clients and internal teams to resolve issues, improve processes, and support overall business efficiency
- Supervised IT operations alongside project delivery, balancing technical support demands with project timelines

WordPress Developer & Shopify Expert

BLOGGERSBRACKET, Bahawalpur, Pakistan

Jan 2017 – Jan 2018

- Developed and designed high-quality WordPress, WooCommerce, and Shopify websites, including business sites, e-commerce stores, landing pages, and custom client solutions
- Specialized in PSD-to-WordPress conversion, store design, and website customization tailored to client requirements
- Optimized site performance across projects, balancing design quality with technical performance
- Utilized Adobe Photoshop, Adobe Illustrator, Canva, and Microsoft Office to create engaging digital experiences and supporting design assets
- Delivered projects on time while maintaining strong client satisfaction throughout the design and development process

Education

BS in Information Technology – Islamia University of Bahawalpur, Oct 2017 – Sep 2021

Bahawalpur, Punjab, Pakistan

CGPA of 3.50/4

Skills

- **Operations Manager**
- **Project Management**
- **IT Administrator**
- **Customer Success Manager**
- **Inventory Management**
- **Store Management**
- **WordPress Developer**
- **Shopify Store Design**
- **WooCommerce**
- **SEO**
- **MS Office**
- **Adobe Photoshop**

Languages

English • Hindi • Urdu • Punjabi

Achievements

- Awarded Best Operations Manager, Blloom (2026)
- Awarded Best Project Manager, Enigma 360 (2020)
- Recognized as Pro-Active Employee, Blloom
- Recognized as Top WordPress Developer, RANKYARD (2022)

Certifications and Licenses

- Project Management Professional (PMP)
- Agile Scrum Master Certification
- WordPress Certification
- Advanced WordPress Elementor Certification
- SEO Certification
- Ecommerce Management Certification
- Graphic Design Certification
- **UAE Driving License (Automatic – Light Vehicle)**

Full certificates viewable at: <https://shahzad.webxmeta.com/certifications/>

Websites and Social Links

Linkedin:

<https://www.linkedin.com/in/shahzad-khan-sb/>

Portfolio:

<https://shahzad.webxmeta.com>

References

Reference available upon request