

MAHMOUD

YAHYA MOAWAD HASSAN



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📋 OBJECTIVE

Desirous of challenging leadership position as **Administration Manager** to apply creative problem solving and time management skills.

🎓 EDUCATION

Bachelor of Commerce | BENI SUEF UNIVERSITY

DATES FROM 2006 – TO 2009

Bachelor of Commerce Majoring in Accounting

👜 EXPERIENCE

Al Barsha Branch Manager | FWALA (Chocolate shops in Dubai)

DATES FROM 08-2011 – TO 08-2013

JOB DESCRIPTION:

- Create a daily detailed report on the revenues and expenses of the branch. Responsible for implementing the company's internal and external regulations, systems, and policies.
- Follow-up of staff appointments, scheduling of rest periods, and weekly and annual holidays.
- follow up the work progress and evaluate the workers' performance daily.

Administrative and Financial Officer | QARYAT AI-SHANDGHA (Group of Restaurants in Dubai)

DATES FROM 10-2013 – TO 03-2020

JOB DESCRIPTION

- Easily follow up the work progress and facilitate and monitor the workers' performance daily.
- Responsible for implementing company regulations, systems, and policies.

- Responsible for monitoring all restaurant employees and raising their productivity.
- Supervising the provision of distinguished service and increasing customer satisfaction, dealing accurately with customer complaints, and providing appropriate solutions
- Regular review of production quality and improvement of sales volumes.
- Supervising staff appointments and scheduling breaks and holidays.
- Evaluating employee performance and providing feedback to improve productivity. Monitor requirements for tools and products for operations and report requests periodically.
- Supervising the application of health and safety rules and preventive measures. Improve the clients' mental image and provide suggestions to develop services and gain customer loyalty.
- Create periodically detailed reports on revenues and expenses for all branches of the company.
- Supervising restaurant promotions and preparing various events Training new and existing employees to improve customer service.



SKILLS & LANGUAGES

- Microsoft Office
- Microsoft ERP Cloud
- Data Analysis
- ARABIC (Mother Tongue)
- ENGLISH (VERY WELL)



COURSES & CERTIFICATES

- Course in Corporate Finance in Practice from California School of Business & Finance.
- Holds a session got from HP international (Scheduling, Contact management, Expenditure Tracking, Graphics, Financial, Presentations, Collaborations virtual, Marketing print, Web, IT security, Database and E-mail, and The Internet Blogs)
- Holds a session of HP International in (Marketing, Skills of sale, Skills of negotiation, Communication skills, Project management, Accounting) Approved by **Microsoft Corporation International**

8 Years Total Experience within the country (UAE)