

MOHIUDDIN AHMED SHERIFF



CONTACT

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LANGUAGES

English, Hindi, Urdu, Kannada

EDUCATION

Bachelor of Commerce

IT SKILLS

MSOffice(Word,Excel,PowerPoint, Outlook Express)

INTERESTS

Photography, travelling, snooker

Summary

Business Development, Sales & Operations Professional with ability to work accurately and pay attention to details. Effectively communicate to achieve understanding and acceptance and assemble all available facts before making decisions along with high value on time effectiveness and Conflict Resolution

Skill Highlights

- Business Development
- Administration
- Sales
- Operations
- Project management
- Client Servicing

UAE Driving License Valid until – 2026

Experience

BIGBOYS INTERIORS DESIGN L.L.C- (Apr 2018 to June 2020)

Business Development & Operations Manager

- Source & develop new business leads for interiors fit outs, outdoor space building permanent or temporary, events production
- Analyzing market conditions to target prospective major Clients in the business & meeting clients via appoints or walk-ins which includes presentation of the products and services
- Closure of new business deals making professional decisions by negotiating contracts by phone, email, and in person to develop excellent client relationships with existing and new clients
- Creating and maintaining database of prospect clients through (CRM, Excel) of prospective client information for telemarketing/cold calling and retention
- Plan coordinate and manage employees for the on-time and on-budget successful completion of projects
- Forecast requirements and prepare schedule budget & expenditures to analyze variances and initiating corrective actions
- Manage relationships with key operations vendors, track vendor pricing, rebates and service levels and also work closely with our production team to perform analysis of our inventory and ensure we are utilizing our inventory effectively, purchasing the right equipment, maintaining solid inventory data and reduce sub-rental expense
- Responsible for all departments approval in terms of production, design and administration.
- Responsible for implementation of policies, procedures to follow through employees to run a safe, injury/accident free workplace
- Maximizing profits of the organization by reducing material wastage and time management of the production and project completion
- Monitoring and supporting production, design departments in ensuring that the on-site management and all related activities is as per timeline and detailing as per the operating norms

COMMUNITY CENTRAL DUBAI (Apr2017 to Feb2018)
Business Development & Operation Manager

- Source & develop new communities and building acquisition
- Meeting clients via appoints or walk-in which includes presentation of the products and services
- Analyzing market conditions to target prospective major Clients in the business and preparing and presenting quarterly goals and forecast for future projects acquisition
- Closure of new business deals making professional decisions by negotiating contracts by phone, email, and in person and coordinating and following company rules and guidelines
- Manage and develop excellent client relationships with existing clients and accounts in order to meet objectives of retention and further account development and provide a high standard of service
- Managing financial objectives by preparing quarterly budget; scheduling expenditures; analyzing variances; initiating corrective actions through cost effectively in respect of the planning process
- Preparing payroll for employers and client's payments on prepayments and quarterly bases
- Maintaining office staff /distribution team by coaching for monthly distribution and new products and disciplining employees; planning, monitoring, and appraising job results
- Maintain day to day operational requirement by scheduling and assigning employees for fulfillments of the products media bank and e-boards in Dubai and Abu Dhabi
- Manage all legal and regulatory documents to be filed and monitor compliance with laws and regulations
- Forecast requirements and prepare schedule budget & expenditures to analyze variances and initiating corrective actions

WAYS 2 SAVE CONSULTANCY INDIA (Oct 2011 to Apr 2015)
Operation Manager

- Control and reduce the direct cost through optimization and better planning
- Conduct staff performance reviews, assess needs, cost/benefit analysis and other operational strategy assessments
- Manage and improve center performance through performance monitoring, problem resolution, system audits and quality assurance measures
- Identify and implement training & development needs of Team Leads and process managers

MERMAID DIGITAL PRINTING L.L.C(Jun 2015 to Mar2017)

Business Development Manager for G.C.C.

- Source & develop new business leads for state-of-the-art Digital Fabric printing, Exhibitions stands, woodwork, signage and aluminum profile through prospecting, telemarketing, sales database management and also networking across UAE and GCC
- Analyzed market conditions to target prospective major account customers and events across GCC
- Developed marketing campaigns to promote a product, service or ideas, responsible for developing, implementing and executing strategic marketing plans for entire organization in order to attract potential customers and retain existing ones.
- Approach and handle up-coming projects, evaluate project requirements. Formalize, present and offer profitable solutions, ensure smooth closure of deals
- Meet or exceed agreed sales targets by sustaining the existing new business with customers and identifying new sales opportunities in order to grow revenue
- Coordinate with and support production and artwork departments in ensuring that the on-site management and all related activities is as per timeline and detailing as per the operating norms
- Attending trade and public events for networking and to secure new business opportunities to create a pipeline of sales opportunities

- ☑ Effectively implement and drive Incentive Program for quality and Customer experience
- Process and maintain weekly payroll hours for all hourly employees using the Time Keeper System and Petty cash handling and record keeping in line with procedures

KINGFISHER AIRLINES BANGALORE INT AIRPORT**Client Relation Manager (Feb 2010 to Sep 2011)**

- Quality assessment and Profiling and assisting the privilege members and Addressing customers concerns and complaints
- Responsible for the new kingfisher Station setup in the field of customer care and Administration
- Compose and edit letters, memos, invoices, meeting minutes, and other documents
- Sends mass mailings both by hard copy merges and e-mail merges
- Implement actions plan for delayed flight and accomplish necessary steps in accordance with the laid down procedure and ensure maximum attention and care provided to all passengers
- Generate various reports on daily basis to provide details to all concerned for preplanning and improving product and services
- Support airport manager and airport operation team to provide a superior customer service experience
- Build relationships with Governmental Agencies to enhance operational performance and service reliability

ICICI ONE SOURCE (Oct 2003 to Feb 2007)**Quality Assurance Associate**

- Actively involved in conducting briefing sessions – Agent Pre-Login briefing / Call flow Process /Quality Parameters in regard to the previous day sales to the CSR's
- Conducting monitoring sessions in the Conference mode, and also conduct daily monitoring (internal) sessions
- Generation of Reports – Compilation of Failed & Passed Sales
- Consistently achieved and exceeded productivity and quality targets
- Ensuring CSR performance was in accordance with the SLA's agreed upon and Explain Client specifications to the Operations in modules
- Constantly involved in deriving presentations, soft skill training and modules on call etiquettes
- Consistently achieved and exceeded productivity and quality targets

DECLARATION

I do, hereby, declare that the particulars of information and facts stated herein above are true, correct and to the

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CENTREAL BUSINESS HOTEL (Apr 2007 to Jan 2010)**Operation & Sales Manager**

- Organizational management and leadership
- Nurturing leads until they are sales-ready, monitoring competitors, Developing the sales strategy and plan
- Ensuring each client-contact point builds a favorable impression, proactively reviewing the outcomes of the company's sales efforts
- Involved in establishing and communicating division goals and results to employees, staffing the division and delegating the workload, actively supporting employee growth, and upholding company policies
- Was involved in managing hotel operations and development by introducing standards and service quality control system, to recruit and train personnel
- Accounting – Was in charge to taking care of hotel accounting and client management
- Was instrumental in controlling the finances, establishment norms to be followed by the staff while providing their services to the guests, housekeeping, food quality, decor and interiors.
- Have displayed excellent decision-making abilities and business leadership throughout my tenure with Central