

MOHAMMAD BABAR

Branch Manager | Operations Manager | Client Relationship Management

An articulate, persuasive, and competent individual with over 12 years of pioneering experience in Operation Management, Business Development, Sales & Marketing, Customer Relationship Management, and Revenue Generation in Outsource/Service Provider/Logistics Industries. Seeking to pursue a career in the upper echelons of an esteemed organization, which calls for extremely high levels of leadership qualities and organizing abilities, with the goal of spearheading branch operations to enhance the company's profitability, productivity, and reputation.



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SKILLS

Operations Management

Branch Operations

Finance & Budgeting

Sales & Marketing

Customer Relationship Management

Project Management

Business Development

Team Management

Strategic Planning

Performance Management

Quality Management

Facilities Management

Organizational Development

Customer Service Management

Business Strategy

WORK EXPERIENCE

Branch Manager

Power Support Contracting Co. Ltd.

11/2019 - 07/2021,

Dammam, Saudi Arabia

- Drive the overall business strategies and organization's vision by evaluating new business opportunities and long-term growth potential that ensure the attainment of company business goals and profitability.
- Manage all aspects of the business such as Accounting, HR, Sales, and Operations. Review trade areas and identify new market opportunities in line with company growth strategy.
- Provide leadership to the team by managing effective resource allocation, enhancing the capability quotient of team members, driving higher team engagement, setting up goals, and compensation reviews.
- Develop and execute strategic branch operation plans with an emphasis on driving incremental sales opportunities and the generation of revenue. Solicit feedback and market intelligence to assist with understanding market perceptions and customer requirements.
- Develop and implement sales plans, conduct regular sales and operations meetings, brief employees on current sales goals, promotions, and other relative information.
- Organize marketing activities and events for the branch to increase brand awareness for the company within the community. Foster and leverage relationships with internal stakeholders, customers, and industry contacts supporting the attainment of the goals for the business.
- Manage budgets, allocate branch funds, and define financial objectives. Coordinate with other branches to share knowledge, plan promotional activities and achieve goals. Comply with all applicable laws and regulations for the industry within the state.
- Contribute to the company's market share/revenues/profit through identification, development, and acquisition of clients with significant revenue opportunities within the evolving market of the Middle East.

Operation Manager

Power Support Contracting Co. Ltd.

10/2016 - 10/2019,

Riyadh, Saudi Arabia

- Served as Operation Manager to manage day-to-day operations ensuring daily client services and act as the first point of contact for clients.
- Provided professional and organizational development direction to Customer Support and determined operational strategies by conducting needs assessments, performance reviews, capacity planning, and cost/benefit analyses.
- Managed and motivated all team members, planning team duties and schedule, ensuring smooth operation.
- Prepared and controlled operational budgets. Reviewed financial statements & data and utilized financial data to improve profitability.
- Coordinated and monitored the work of various departments by monitoring performance and improvements, quality of services, and employee productivity.
- Monitored, managed, and improved the efficiency of support services such as HR, Accounts, and Finance. Liaised with higher management to steer customer support, sales strategies, and marketing activities.
- Maintained strategic relationships and partnerships within and outside the organisation to fully support the achievement of the functions' goals and objectives.
- Assisted in the development of strategic plans for operational activity and worked with cross-functional departments to manage operational plans.
- Led Human Resources management activities including resource allocation, recruitment, staff placement, employee performance management to meet the company's objectives.

TECHNICAL SKILLS

Tools & Technologies:

Management Information Systems (MIS), MS Office Suite, Tally

PERSONAL ATTRIBUTES

Unwavering Professionalism

Resilience & Persistence

Innate Problem-solver & Decision-maker

Exceptional Leadership

CERTIFICATES

Professional Diploma in Tally (Versions: 5.4, 6.3, 7.2, 8.1, 9.0) (2008)

KEY STRENGTHS

Operations Management:

Adept at spearheading the operations for the organization by employing a pragmatic approach and catapulted the profits by setting up & stabilizing businesses and building high-performance teams and culture. Institutionalize best in class quality framework to deliver enhanced customer delight.

Customer Centricity:

Possess a clear focus on meeting the evolving needs of customers. Develops a customer experience which is consistent with the brand positioning, promise and values. Seeks to develop long-term and sustainable (profitable) customer relationships to better understand customer priorities and needs and deliver the possible customer experience.

Business Strategies:

Characterized as a visionary and strategist for laying down the annual operating plan for business units & functions; skills in conceptualizing & implementing competitive strategies for developing business, developing and expanding market share towards the achievement of revenue & profitability targets.

LANGUAGES

English, Hindi & Urdu
Full Professional Proficiency

WORK EXPERIENCE

Assistant Operation Manager

Power Support Contracting Co. Ltd.

08/2015 - 09/2016,

Riyadh, Saudi Arabia

- Assisted Operations Manager in supervising daily operations of the organization to ensure operational excellence and excellent customer services.
- Partnered with support and operations management to resolve issues and ensure overall operational efficiencies.
- Addressed internal and external client issues and complaints in accordance with firm policy and regulatory requirements.
- Supervised the operations team and ensured staff adheres to operational guidelines. Educated the operations team on best practices, company policies, and service excellence standards.
- Assisted in interviewing, recruiting, training, performance evaluation, promotion, and termination activities.
- Provided accurate and timeous reporting in respect of key performance metrics and recommendations to improve operational efficiency
- Determined staffing requirements, work assignments, and schedules for new projects.
- Coordinated with General Manager in different operational issues and promotional activities. Evaluated current operational strategies and recommend improvements.

Customer Relation Manager

Indo Gulf Pest Control Pvt. Ltd.

02/2012 - 07/2015,

New Delhi

- Served as a Customer Relation Manager to plan and deliver CRM strategies across the company encouraging customer retention and customer loyalty.
- Develop and deliver strategies and action plans to engage prospective clients, including initiating contact; preparation of Quotation, Collection, and Invoices; negotiating and executing commercial and contractual terms. Performed follow up with clients for Quotations/Inquiries being sent/received.
- Ensured implementation and management of a client relationship process that delivered quality and resulted in high client satisfaction, resolved client issues, and led to better sales and service performance.
- Worked closely with all departments to ensure the CRM works effectively for all aspects of the company. Oversaw direct communications with customers through the CRM.
- Monitored and maximized customer lifetime value strategies ensuring maximum profitability.
- Handled migration of all direct communications to lower-cost mediums such as SMS and email. Schedule and conduct status meetings with appropriate development resources and customers.
- Assisted the sales team in business acquisitions, planning, retention, and management. Guided and led team members to deliver services that meet or exceed customer requirements.
- Handled high-profile clients from sectors like Banks, Hotels, Shopping Malls, Chains of retail superstores, etc.
- Acted as the first point of contact for clients. Handled MIS and all the essential required operational activities.

Electronic Data Processing Executive

BSA Citi Couriers

10/2009 - 01/2012,

New Delhi

- Handled relations with high-profile clients such as ICICI Banks, Vodafone, ABN Amro, Idea, Airtel, etc.

EDUCATION

MBA in Operations & Business Administration Management | 2018

Indian School of Management & Studies.

Bachelor of Arts | 2011

Jyotiba Phule Rohilkhand University