

Faraz Aziz Abdul Aziz

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OBJECTIVE:

Seeking for challenging position in well-established multinational or local company with suitable working environment and excellent opportunities for further professional and personal development

PROFESSIONAL QUALIFICATION:

- Over 7 years' experience in Automotive Commercial and Retails Sales.
 - Over 5 years of strong experience in Mall Customer Service operation and 6 years in Operations/Facilities Management for Malls/Commercial establishments.
 - With technical experience and good knowledge on Electrical Control and BMS system.
 - Proficient in Microsoft Office (Oracle, CRM, Word, Excel, PowerPoint, and Internet).
 - Administrative, secretarial and marketing skills.
 - Willing to work overtime under pressure with minimal supervision.
 - Excellent communication and interpersonal skills.
 - Visually highly presentable and well groomed.
 - Energetic and results oriented.
 - Software- Oracle, MS Office Applications, CRM, Fast Track, SAP Retail, ESS
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EXPERIENCE:

Retail & Commercial Sales Executive

Al Futtaim Motors (Toyota) - October 2014- March 2021

Job Description:

- Achieve/Exceed monthly/annual sales target while maximizing the profitability of the branch by focusing on both the net sales and gross margin earnings. This includes utilizing discounts as a tool to close deals.
- Ensure that the customer's expectations always meet or exceed the standard set by Toyota showrooms.
- Attend all daily sales meetings and modular training sessions that introduce new product. Attend all product launch trainings for new vehicles.
- Awareness on competitor activities/their products and discuss the data with the branch Sales Manager to facilitate the necessary strategic planning by the management.
- Document and maintain all records pertaining to the area of activity for future reference and for use by the Sales and Branch Managers.
- Discussing the customers' needs and advising them on the most suitable vehicle
- Discussing the features of different vehicles and what would suit the customer best
- Arranging test-drives
- Negotiating the sale price, including any 'trade-in' value for customers' old cars
- Working out finance arrangements, including cash payments and car loans
- Highlighting extra products to customers, such as accessories or after-sales service
- Completing related paperwork and pre-delivery inspections
- Updating stock lists, placing orders for new cars from manufacturers and buying in used cars
- Keeping existing and potential customers informed about new vehicles and deals.

Mall Operations/ Facilities & Tenancy Coordinator

Dragon Mart Mall Nakheel –January 2008- Aug 2014

Job Description:

Operations:

- Assist the Head of operations to carry out operation & maintenance for retail building.
- Be the front line in-charge for the operation and maintenance for retail building.
- Control & guide the Facility Management contractor technicians for the desired output and quality.
- Monitor the performance of the outsourced and labor contracts
- Be focal point for setting up the Facilities Management system
- Prepare the needed reports

- Supervises subordinates in all operational aspects of the Mall including grounds, structures, system & equipment including electrical, HVAC, & other mechanical systems, interior & exterior landscaping, capital expenditure projects and monitoring of tenants to ensure that they are adhering to Center operational guidelines.
- Assists subordinates in developing, implementing & reviewing results of maintenance programs.
- Inspects property on a daily basis with the operations team & notifies responsible parties the deficiencies or items requiring attention. In addition, prepares the operational review checklist on a monthly basis in accordance with company policy & procedures.
- Assures the maintenance & record keeping of operational equipment according to recommended preventative maintenance schedules.
- Identifies opportunities for greater efficiency & productivity, research and implements alternative actions as appropriate.
- Cooperates with Local Authorities and Governmental Bodies to assure that all applicable codes and regulations are adhered to on the premise.
- Ensure that corrective action is taken as necessary upon the advice of insurance carriers, inspectors or management to improve the safety features and programs of the Center with the ultimate objective of reducing liability exposure.
- Ensures that administrative reports, paperwork and requests are completed and submitted in a timely and accurate manner.
- Organize auction of unwanted items to generate Mall revenue
- vigilantly monitoring of recyclable materials collection contractor to improve collection in connection with increasing Mall revenue
- Coordinate with all contractors to ensure smooth operations of the Mall with Head of operations
- Follow up & implement PM schedule for all the contractors with SLA and KPI
- Increase hygiene level internal & external of the Mall.
- Monitoring routine work carried out by all the contractors of the Mall as per the scope of works, and improving the level of service done.
- Main focal point for all the facility related requirement of the Management and other internal departments, processing the work requested.
- Managing of all the Mall data related to operations & set up a tracking system and with constant follow-up
- Maintaining deference files & folders concerning the various projects and follow up on the updating of different projects for the feed-back on its external departments, Government bodies adjoined to the project.
- Responsible for pest control and waste management system for the Mall
- Coordinate/assist to improve the operations system in conjunction with the Head of operations
- Assist with the team in maintaining all the Mall service entrances, offices, and shops keys.
- Receiving the application from tenant for minor maintenance work request for shops & kiosk and permitting accordingly after verifying scope of work and to carry after Mall hours.

Tenancy Coordination(Additional Task in absence of Tenant Coordinator)

- Acts as a middleman between tenants and Landlord, with regards to any construction work in progress prior to occupancy.
- Handles all building improvements paid for by the mall or tenant as required in the lease agreement by providing tenants with base building drawings and design specifications.
- Performs all construction management duties for completion of on-premises work, such as co-coordinating with architects & contractors.
- Maintains deadlines, check-in procedures for contractors entering the building during construction and renovations.
- Conducts pre-construction meetings with tenant's contractors to collect necessary documents etc.
- In regards to renovations as specified in the lease agreement, determines construction cost estimates for work paid for by the mall and determine whether the work is to be performed by the mall or the tenant.
- Reviews all drawings and specifications submitted by the tenant and compares them to the mall requirements to insure compliance and monitors their completion.
- Manages the final punch list, to do list and snags prior to completion of work.
- Resolves conflict between tenant and the mall to ensure that the tenants open for business as quickly as possible.
- Works in close conjunction with Government Authorities to obtain necessary permits, inspections and certificates.
- Maintains close contact with tenants and maintenance crew to perform site maintenance as required and regularly communicates with mall management to report emergencies requiring immediate attention and other requests.
- Challenge the design team with the object of achieving the best possible solution.
- Manage and monitor timely supply of tenant related information from the project design team.
- Review scheme designs at early stage to ensure that the likely requirements of retail tenants will be met and that the design of retail units is being carried out in a manner that will not provide any hindrance to the letting process.

Operations Supervisor

**Magic Planet Family Entertainment Centre- Mall of the Emirates Majid Al Futtaim
Group of Companies Dubai, UAE- June 2002- November 2007**

Job Description:

- Implementation of effective company strategy, store management, and maintenance of the company's consistent record of profitable growth.
 - Preparing weekly staff schedule that allows maximum and efficient floor coverage.
 - Supervising the activities of the assigned staff and performing supervisory duties.
 - Ensuring cleanliness of the workplace, staff, games and rides.
 - Ensuring adherence on safety rules and regulations.
 - Assist in induction, familiarization, training and integration of new staff into the team.
 - Monitoring performance of the staff and making staff evaluation report.
 - Preparing collection and sales turnover reports, banking, weekly token collection, stock ordering, and customer service and general administration.
 - Lead a multinational workforce of **94 full** time staff.
 - Responsible for the supervising and development.
 - Have an effective team whose highest priority is focusing on Total Customer Satisfaction.
 - Attending to customer complaints and issues.
 - Take part in marketing and promotional activities.
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CERTIFICATES & AWARDS:

- Certificate in delighting our customers (Biz Ability FZ LLC Human Performance Solution-July 2005)
 - Certificate in Service Leadership (Biz Ability FZ LLC Human Performance Solution-Jan 2006)
 - Certificate in Health & safety Institute Essentials in Emergency Care TM Course (Health Train Nov-2005)
 - Certificate in Life Saver (St. John Ambulance-Oct 2004)
 - Certificate in Knowledge Network Workshop (MAF Shopping Malls Jan-2007)
 - Received Certificate of Appreciation from NAKHEEL for my outstanding performance during 4th Quarter of 2010
 - Employee of the Month of November 2003-Majid Al Futtaim
 - Fire Safety Fundamentals & Proper Use of Fire Extinguishers (SAVEFAST Fire & Safety Training LLC) December 2020
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EDUCATION:

Bachelor of Arts

Karachi University Pakistan- Batch 2000

Diploma in Information Technology

NCR Education Center-Karachi Pakistan

PERSONAL DETAILS:

- **Birth date:** January 12, 1979
- **Nationality:** Pakistan
- **Religion:** Islam
- **Civil Status:** Married
- **Languages:** Excellent written and oral communications in English, Arabic, Urdu and Hindi
- **Valid UAE Driving License**

REFERENCES AVAILABLE ON REQUEST