

# IBRAHIM MOHAMED ABDELBAKY

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## CUSTOMER SERVICE PROFILE

*Results-driven professional with hands-on experience in proposing effectual solutions in challenging environments, adhering to operational standards and objectives.*

Articulate communicator, skilled at providing guidance and service information, opening customer accounts by recording account information. Adept at leveraging robust customer focus and communication skills to effectively implement service procedures and enhance customer response strategies. Recognized for updating information and overseeing financial accounts by processing customer adjustments leading to the realization of strategic goals. Demonstrated success in promoting products and services as well as gathering information to meet customer needs. Proven track record of processing orders, forms, applications, and requests coupled with documenting records of interactions, transactions, comments, and complaints to accelerate organizational profitability.

- Operated in the opening team for Al Khawanej Walk Mall, Meraas Concierge, Matel Playtown, The Dome Box, and My Works Edutainment Center assuring streamlined operations and delivery within defined objectives.
- Netted the title of Star of the Huawei event at The Dome Box by Meraas and My Works Edutainment Center by Landmark Group.

Customer Service

Reporting & Documentation

Strategic Planning

Team Management

Quality Assurance

Operational Improvement

Client Satisfaction

Policy Implementation

Business Operations

Performance Evaluation

Stakeholder Collaboration

Project Organization

## Professional Experience

### AL KHAWANEE WALK MALL - MERAAS HOLDINGS, Dubai, UAE • 2020 to 2020

#### Officer Tenant Relations

Documented files, processed correspondence/communication received from Tenants, managing a tracker for Tenant's communication. Administered regular inspection of Tenant demises and recorded any lease/H&S violations. Headed processing of legal/statutory notices concerning requests, alterations, and violations. Addressed complaints, ensuring efficient management of documentation. Collected compliance documents (Insurances, Pest Control and Maintenance contract, AMC, Trade License for all tenants, and Grease Trap, Kitchen hood/ecology unit contract and report and LPG contracts for F&B units). Supported tenants in the utilization of valuable shop windows scheme during special events throughout the year. Trained team members about amendments in the tenant mix, guaranteeing valid contract, and trade license of all Specialty Leasing (SL).

- Managed accurate records to be reviewed by Meraas internal/external auditors and government entities such as Dubai Municipality and Civil Defense. Streamlined documentation of monthly tenant ranking reports, updated information on Yardi, and ensured the implementation of Lease agreement terms and conditions.
- Collaborated with Tenants and established a direct line of communication for daily occurrences, fostering productive relationships with all Tenants at the asset. Monitored the WAF process, approving work access forms, and inspecting units as per schedule.

### CITYWALK & NIKKI BEACH RESIDENTIALS - MERAAS Holdings, Dubai, UAE • 2018 to 2020

#### Concierge Supervisor

Oversaw management of unresolved queries/issues within the agreed service level agreements according to operational policies and procedures. Provided innovative ideas for process improvement to the head of operations, concierge manager, and training manager. Resolved issues as per complaint handling procedure, managing tenant's queries, and requests for information. Organized staff monthly schedules to assure full coverage in all areas of the department, in coordination with the annual leave planner. Maintained accurate records of tenants/guest's details, transactions, bookings, and reservations. Assured associates' coherence with SOPs, monitoring the concierge contracted to service providers and steering cash/online payment for guests' use of service requests.

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- Utilized the knowledge of City Walk Mall, Retail outlets, and F&B outlets' services as well as other Meraas assets in Dubai to guide the staff in day to day tasks. Delivered daily operation reports and daily sales reports to the concierge management team.
- Administered any tasks delegated by the concierge manager or head of operations coupled with reporting, managing, and overseeing assigned BU KPI's and SLA's.

## CityWalk & NIKKI BEACH RESIDENCIALS- MERAAS Holdings, Dubai, UAE • 2016 to 2018

### Concierge Coordinator

Managed concierge requests face to face, by telephone, by email, or as assigned by any other online workflow channel within the Business Unit SLAs. Documented all relevant information on the internal CRM system in order to maintain request history. Updated the database with old and new suppliers in the CRM to assure quality control. Exceeded commission revenue targets as set through request fulfillment, overseeing any tasks delegated by the concierge manager.

- Addressed any queries or issues, adhering to quality standards, and established Key Performance Indicators KPIs.

## MATEL PLAY! TOWN, CITYWALK– MERAAS HOLDINGS, DUBAI, UAE • 2016 to 2016

### Team Leader

Streamlined implementation of all company approved policies and procedures, facilitating process improvement, and monitoring the performance of junior staff. Complied with the SOPs, documented team-related paperwork, and organized events such as school trips, birthdays, and private events. Evaluated staff attendance, received items from the warehouse, and checked each item as per invoice.

- Orchestrated daily jobs and workloads, mentored new team members, and regulated team performance and progress.

## DOMEX BOX, BOX PARK – MERAAS HOLDINGS, DUBAI, UAE • 2015 to 2016

### Customer Service Representative

Headed greeting of customers and cash transactions in ticketing counter, meeting overall needs, and executing timely completion of all administrations. Spearheaded school trips and workshops for children, proposing effectual solutions to address inquiries.

- Adhered to service requirements and brand guidelines, maintaining cleanliness and hygiene standards.

## LANDMARK GROUP, FUN WORKS, ABU DHABI, UAE • 2015 to 2015

### Customer Service Representative cum Sales

Organized school trips and workshops for children, overseeing staff accommodation. Led day to day functions of the edutainment department in the absence of supervisors. Developed new activities in the edutainment, assuring the seamless flow of services, and operated rides in compliance with organizational objectives.

- Steered superior customer service, resolved complaints, and presented the company's deals to boost profitability.

### Education & Professional Development

CAIRO UNIVERSITY, EGYPT • Bachelor of Law  
NGC ACADEMY, EGYPT • HR Professional Diploma