



Waleed Khan Durrani

Manager Operations, New City & Arcade Operations

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Objective

Seeking a professional position in your organization and providing an opportunity to contribute my skills towards its continued success.

Professional Summary:

Proactive decision maker, targeting challenging assignments at management level with reputed Organizations.

A Dynamic Executive with over 10 years of comprehensive experience in Business & Personal Management and Administration. Exceptional leadership experience and supervised large teams consisting of members at different levels and functions.

Education

Bachelor in Business
Administration - Management
Virtual University of Pakistan
Islamabad

Intermediate
Asghar Mall College
Rawalpindi

Matriculation
Grammar Public School
Rawalpindi

Experience

- ❖ Serving New City Housing Project (Phase II) and New City Arcade in Operations/Management as Manager Operations from June 2019 Till Present

Tasks In New City Housing Project

- ✓ Developed SOP's and policies for New City Housing Project.
- ✓ Implemented new ideas to ensure the success of the under developing project.
- ✓ Provided and recruited dedicated team of professionals for New City.

- ✓ Ensured the performance, productivity, efficiency and profitability of departmental and organizational operations.
- ✓ Established work schedules.
- ✓ Monitored and improved the efficiency of support services.
- ✓ Ensured safety & security & established an environment to reduce the risk of injury and Accidents.
- ✓ Procured materials and maintained inventory of consumables.
- ✓ Provided the project with one of the best available vendors in market.
- ✓ Scheduled regular meetings and recording decisions (e.g. assigned tasks and next steps)
- ✓ Retrieved necessary information (e.g. user/client requirements and relevant case studies)
- ✓ Monitored project progress and addressed potential issues.
- ✓ Conducted risk analyses and ensured its minimization.
- ✓ Ensured controls on use of vehicles as per company policies.
- ✓ Ensured proper travelling and accommodation arrangements for company official and guests
- ✓ Oversee the development of construction and renovation plans and managed development team members during all phases of development/construction.
- ✓ Maintained and updated budgets as things progress.
- ✓ Created plans, created timelines and set benchmarks.
- ✓ Ensured single view across entire organization & achieved goals set and directed by company
- ✓ Developed teams for inspection with regular follow up till rectification.
- ✓ Supervised the Complaint Centre and sorted out issues of residents with a dedicated team.
- ✓ Managed the housing project Administration and its complaints.
- ✓ Helped in establishing teams and ensured they work under strict discipline.
- ✓ Ensured Changeling and multi-tasking assignments are completed within given time frame with measures related to cost cutting.
- ✓ Ensured maximum employee morale, productivity and efficiency/effectiveness.
- ✓ Managed multiple events such as Fireworks, Concerts, Inaugurations of Projects etc.

Tasks In New City Arcade Shopping Mall & Residencia

- ✓ Developed all written SOP's and Policies for New City Arcade Shopping Mall & Residencia
- ✓ Provided organizational hierarchy for starting of new project.
- ✓ Implemented new ideas of to ensure the success of the under developing project.
- ✓ Developed all written Documentations, Checklists, Deployments Sheets etc and all kind of necessary paper work to help start this project.
- ✓ Initiated lease agreements as well as service contracts and modified those contracts to benefit all
- ✓ Recruited dedicated team of professionals for New City Arcade.
- ✓ Trained staff with excellent level of customer services and provided them with necessary information regarding Safety & Security.
- ✓ Provided the project with one of the best available vendors in market.
- ✓ Procured the best available material and consumables with cost cutting strategies.
- ✓ Liaison with brand team for their fit out works.
- ✓ Excellent relationship with business partners.
- ✓ Facilitated development of brands and project plans and managed them from inception to completion.
- ✓ Inspection of Brands fit outs and provided them with NOC's
- ✓ Developed technical teams for inspection of building and outlets also onsite technical issues with regular follow up till rectification.
- ✓ Collected Observations and provided corrective action at the same time for maximum productivity.
- ✓ Planned events and provide enticing environment to attract prospective tenants.
- ✓ Managed Administration, Operational Safety, Security, Customer Services, Procurement, Housekeeping, Food court, Maintenance Information Technology etc
- ✓ Ensured the expenditures fall in line with its budget.
- ✓ Rationalized services & cost management systems to drive the cost agenda across all operation levels on site.
- ✓ Managed relationships with regulators, customers, suppliers, Tenants.
- ✓ Worked across a diverse environment with outstanding management skills for positively influence community relationship and brand partners.
- ✓ Reportable to AVP Operations and CEO.

Perks & Privileges: Company Provided Residence along with Family, Medical & Meal



Served The Centaurus, Islamabad in Operations/Centaurus Management as Senior Officer Centaurus Operations for nearly 06 years - December 2013 Till June 2019

- ✓ Employee of the Month awarded by the Company after 5 months from joining date
- ✓ Best Performer of the year with 2nd Prize by the Company for my excellent services (2014)
- ✓ Best Performer of the year with 1st Prize by the Company for my excellent services (2015)
- ✓ Achieved Customer Service Certificate with 2nd Position
- ✓ Achieved Commanding Award with 1st Prize (May 2016)
- ✓ Achieved Commanding Award with 1st Prize (Sep 2016)
- ✓ Promoted to Sr. Officer Operations (Feb 2017)
- ✓ Employee of the Year 2018 (Feb 2019)

Job Description:

- ✓ Ensured the performance, productivity, efficiency and profitability of departmental and organizational Operations through the provision of SOP's.
- ✓ Developed SOP's for Operational Setup of The Centaurus.
- ✓ Working with Customer Care department as supervisor for the handing and taking over of apartments also served as a Centaurus representative on various times and provided best solutions of the problems.
- ✓ Working with Information Desk as supervisor for customer services and handling problems efficiently.
- ✓ Managed relationships with regulators, customers, suppliers, Tenants. Additionally, working across a diverse environment, for outstanding management skills for positively influence community relationships and key outcomes.
- ✓ Coordinated, managed and monitored the workings of departments in the organization. i.e., Customer Care, Housekeeping, Maintenance and Health & Safety etc.
- ✓ Reviewed financial statements and data & Utilized financial data to improve profitability.
- ✓ Established work schedules. Supervised the Operational staff to Monitor and evaluate performance. Monitored and improved the efficiency of support services.
- ✓ Investigated and resolve complaints concerning tenants & customers.
- ✓ At all times provides a favorable image of Centaurus to promote its Philosophy.
- ✓ Liaison with top management. Assisted in the development of strategic plans for operational activity. Implemented and managed operational plans. Worked with Corporate office staff for efficient provisioning and purchasing of supplies. Supervise portion control and quantities of preparation to minimize waste.
- ✓ Maintained Documentation of invoices, approvals, opening closing of mall shops, vehicle counter & Daily footfall. Planned various occasional & non occasional events.
- ✓ Improved the operational systems, processes and policies in support of organizations mission specifically, support better management reporting, information flow and management, business process and organizational planning.
- ✓ Played a significant role in long-term planning, including an initiative geared toward operational excellence.
- ✓ Derived initiatives in the management team and organizationally that contribute to long-term operational excellence. Maintained a proactive equipment maintenance program.

- ✓ Evaluated employee performance and motivate to achieve peak productivity. Maintained and improve process efficiency and quality standards adherence.
- ✓ Worked with management team to implement new or revise current products and procedures.
- ✓ Determined optimum staffing model for the department. Optimized, implement and successfully manage production, service efficiency and quality standards.
- ✓ Ensured staff working in Mall are happy and operating efficiently.
- ✓ Adhered to company standards and service levels to increase sales and minimize costs, including food, beverage, and supply, utility.
- ✓ Supported the planning process and ensured key performance indicators (KPIs) are in place and production targets are met.
- ✓ Reviewed workloads and manpower to ensure targets are met.
- ✓ Responsible for ensuring consistent high quality of food preparation and service
- ✓ Ensure that proper security procedures are in place to protect employees, customers and company assets.
- ✓ Ensured a safe working and guest environment to reduce the risk of injury and accidents. Completes accident reports promptly in the event a customer or employee is injured.
- ✓ Provided direction to employees regarding operational and procedural issues.

❖ 1.5 years' Experience as Computer Operator/Office Secretary in Tamimi Global – TAFGA
(Hotel Industry) - Saudi Arabia (June 2012 – December 2013)

Job description:

- ✓ Provided the company with efficient software to maintain excellent documentations.
- ✓ Meeting regularly with foreign project managers & delegations to provide knowledge about daily working in the form of presentation
- ✓ Facilitated the foreign delegation with all the necessary required documentation
- ✓ Maintained daily routine of the hummable project manager & arranged meetings for him as well as visa processing issues of the company.
- ✓ Maintained documentation such as invoices approvals final settlements profit & loss statements budget analysis etc on daily & monthly basis
- ✓ Maintained the cash evaluation system of the project where thousands of Riyals were kept in my custody & it was the trust of the company that i did this efficiently.
- ✓ Maintained the attendance of the overall project employees & engaged with finance on monthly basis to provide salaries within due date.
- ✓ Provided excellent customer services skills to the Saudi employees working in the company & helped other departments to engage in excellent departmental strength.

❖ 03 Months Experience in Pak Gulf Construction Pvt. Ltd. Islamabad (The Centaurus) as
Internship Trainee in Administration Department (August till November 2010)

- ✓ Managing phone calls, paperwork & supported the business at large and strive to help improve workplace communication and efficiency
- ✓ Executive workplace initiatives, as well as administrate daily affairs.
- ✓ Managed sorting mail, answering phones, taking messages and following up with customers.
- ✓ Organized meetings, arrange travel, manage records and monitor expenses.
- ✓ Maintained Traditional office duties, such as filing, copying, scanning, ordering supplies and overseeing supply reordering,
- ✓ Done independent judgment and keen decision-making skills.
- ✓ Ensured that project contracts and bids are complete and filed on time.

❖ 06 Months Experience in Islamabad Hotel (Holiday inn) Islamabad as Internship Trainee in
Different Managerial Departments (June 2008 – December 2008)

✓

During the Internship of Six months in Holiday Inn (currently known now as Islamabad hotel) I worked in their Admin, HR, Finance & Marketing Department & gathered lot of knowledge about the hotel management processes.

Key Accomplishments

Management - Built and learn teams to experts to achieve project goals.

Customer Relations - Develop & maintain mutually beneficial relationship between business & its partners.

Efficiency - Realize significant improvement of processing efficiency through in-depth performance analysis.

Innovation - Design & implement cutting-edge solutions based on research & professionalism.

Planning - Design long range strategies based on technical forecast of industry trends.

Project Management - Identify, allocate, and manage company resources to complete projects on time & within budget.

Achievements

- ✓ Certificate of Customer training with 2nd Position
- ✓ Certificate of Computer Software
- ✓ Merit Scholarship awarded by Virtual University
- ✓ Certificate of Appreciation by University for the Arrangement of 2nd Grand Convocation in PC Rawalpindi
- ✓ I was executive member of Organizing Society at VU and was part of many events during my years there.
- ✓ Volunteer at Payaam Trust in 2009, assisted them to organize Medical Camps in rural areas of Pakistan

Skills

- ✓ A good know how about the use of a computer, experienced in using Microsoft Office i.e. Word, Excel, Access and Power Point. Area of expertise is making presentations on Microsoft Power Point.
- ✓ A know how about the use of internet and a very good experience in doing research work through internet.
- ✓ Proficient in Speaking English, Arabic, Urdu and excellent in writing English
- ✓ Well capable of giving briefings & presentation to group of individuals in both English and Urdu.
- ✓ Good at leading teams.

References

- ✓ Will be furnished upon Request.