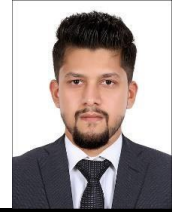


**Reehan Muhammad**

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### Summary

- Adaptable and Successful Operations Manager with outstanding operations planning, execution, monitoring and resource balancing skills. Over 10 Years' experience in Insurance, Telecom and Automotive Industries. Managing overall operations, responsible for effective & successful management of Quality Control, Productivity & Operational Procedure as established and set for the Department.
- Evaluate risk and contribute operational information & recommendations to strategic plans and reviews of Department. Liaising between customers and the company for up-to-date status of service, pricing, and new product release launches. Develop new relationships with customers to increase business.
- Oversee the business operations of the company and the work of executives. Create a strategic roadmap for business expansion and vendor acquisitions. Build scalability into the organization with higher impact in the overall operations cycle. Ability to change the direction of operations and be able to influence at a broader level Stakeholder & Management. Strategic thinker and extend the resources on activities beyond Operations. Ability to make practical and timely decisions and explain reasoning for decisions
- Possess excellent skills in Planning & Controlling change and managing quality assurance programs by the usage of technical resources to determine risk exposure.

**Computer Skills: Expertise:** MS Office, Premia, Comrade, Tally, Barq | **Exposure:** Focus, Adobe Photoshop, Illustrator and InDesign

### Experience

**UNION INSURANCE COMPANY | DUBAI | Assistant Manager - Bancassurance Motor Operations |**

**January 2013 - Present**

- Prepare and complete the action plan for Claims. Implement policies for productivity, quality and customer-service standards. Manage and appraise the Operations team and ensure performance as per the defined Service Level Agreements. Resolve conflicts of claims and complete assessments.
- Identify trends of problems arisen and find suitable solutions. Updating the daily leads from all channels and converting the data to Management Information Systems for the organization need.
- Coordinating between Accounts and customers for the collection of fleet and individual outstanding premiums. Communicate with legal counsel and audit department to ensure all processes remain compliant with governmental (Insurance Authority) regulations.
- Forecast requirements, prepare an annual budget, schedule expenditures, analyse variances, initiating corrective actions. Analyse process workflow, employee and implement changes.
- Maintain safe and healthy work environment by establishing, following and enforcing standards and procedures, complying with legal regulations
- Maintain key management information systems and operational dashboards/KPIs to share periodic reports with leadership and internal stakeholders. Modify, develop, or create new models for robust MIS reporting. Ensure overall management of team members, their task orientation and continuous skill up gradation to achieve high job proficiency levels.

**ETISALAT - DERBY GROUP | DUBAI | Channel Supervisor | November 2011 - April 2012**

- Accomplishing channel marketing plans set out by the channel marketing team. Responsible for achieving sales, profitability and partner recruitment objectives. Working to sales and revenue targets as set by the Sales Director. Addressing customer service issues as raised by the distribution partner.
- Oversee day-to-day sales, monitoring, and forecasting to better understand the market. Continually assess our marketing techniques and their efficacy in affecting sales. Work collaboratively with the sales team to assess current projections. Performing all duties of the Sales Manager in cases of absence or emergency. Collaborate with cross functional team, clients and vendors on product development.
- Collaborate with marketing team to creatively reach more potential customers. Devise effective territory sales and marketing strategies. Analyze data to find the most efficient sales methods.
- Building and maintaining good working relationships with customers. Identifying opportunities and strategies to increase sales. Regularly attending sales meetings and training sessions. Ensuring that the store is adequately stocked with company products.

**DU TELECOM - INFASME | DUBAI | Document Coordinator | March 2011 - October 2011**

- Facilitated submission of applicant documents to respective departments through regular validations and troubleshooting the errors if there are any. Data entering the applications includes eloquent ARABIC TYPING. Preparation of applications and their related documents.
- Ensured adherence to established operating procedures during documents submission. Coordinate to activities related to the Document Control procedure. Input document data into the standard registers ensuring that the information is accurate and up to date.
- Copy, scan and store documents. Check for accuracy and edit files, like contracts. Review and update documents. Distribute project-related copies to internal teams. File documents in physical and digital records. Create templates for future use.
- Retrieve files as requested by employees and clients. Manage the flow of documentation within the organization. Maintain confidentiality around sensitive information and terms of agreement

**BEHNAME TRADING CO LLC | DUBAI | Administrative Assistant | December 2009 - June 2010**

- Collate purchase orders and interact with the suppliers on daily basis. Manage procurement activities including reviewing inventories and order as required, Request for Proposals and perform market research. Handling Invoice, Proforma Invoice, Quotations and Documents.
- Track, check, prioritize and route orders. Receiving shipment from suppliers and generating the report. Manage all important documents like advanced shipping notice, bills of lading and letter of credit (LC).
- Collaborate with warehouse, purchasing and other relevant individuals to optimize shipment process. Ensure compliance and company policies. Report to manager on activities and issues.
- Collection of documents for Port Clearance. All other bank and exchange dealings. Brief the walk-in customer about products; Auto spare parts and Telescopes.
- Act as the point of contact between the executives and internal/external clients. Undertake the tasks of receiving calls, take messages and routing correspondence. Handle requests and queries appropriately. Maintain diary, arrange meetings and appointments and provide reminders. Make travel arrangements.
- Advising businesses on measures to improve the efficiency and cost-effectiveness of the facility. Supervising teams of staff across different divisions. Ensuring that basic facilities are well-maintained and conducting proactive maintenance.
- Dealing with emergencies as they arise. Managing budgets. Ensuring that facilities meet compliance standards and government regulations. Planning for the future by forecasting the facility's upcoming needs and requirements. Overseeing any renovations, refurbishments

**Certification**

- Anti-Money Laundering (AML)
- Successfully completed Information Security Awareness (held at Union Insurance Company)

**Education**

- Bachelor of Business Administration – BBA | Business Administration, Management and Operations | Year of completion – 2012 | Griggs University (USA) | At International College of Law, Business Administration & Technology, Ajman, UAE
- Associate of Arts in General Studies | Year of completion – 2010 | Griggs University (USA) | At International College of Law, Business Administration & Technology, Ajman, UAE

**Personal Details**

Languages Known: English and Hindi

Nationality: Indian

Visa Status: Residence Visa

Driving License: Valid Motor Vehicle – UAE

**Declaration**

I hereby declare that above particulars of information and facts stated are true, correct and complete to the best of my knowledge and belief.

**Reehan Muhammad**