Abu Dhabi, U.A.E.

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**Muhammad**

Objective

An organized and focused professional with proven abilities for surpassing financial and service objectives. Uses good human relation skills to unleash potential and empower people to perform their job role better. Commercially driven, competitive, analytical, combines attention to detail to achieve & maintain high results & standards under pressure. Uses different management styles & leadership skills to get the best out of people & have ownership of business.

Profile:

Professional Experience:

**JJ Chicken (U.A.E.)**

* Worked as an Operations Manager looking after operations.

(September 2013 – January 2017)

* Responsible for all the operations and performance of the restaurants for achieving set targets.
* Ensures compliance for the brand standards.
* Manage recruitment, training and supervise to make sure structure is kept updated.
* Manage administrative system through planning and organizing activities for smooth running of the business.
* Look after visa and PRO work of the company and supervising PRO.
* Review financial statements and data. Utilize financial data to improve efficiency.
* Recommend effective strategies for the financial betterment and implement them.
* Look after external third party issues with contractors and suppliers.
* Contributes to the development and implementation of organizational strategies, policies and practices.
* Review business and trends and alter priorities around the business.

**Golden Associates**

* Worked as a General Manager looking after day to day operations.

(April 2009 – August 2013)

* Responsible for the marketing of all the products.
* Manage and increase the effectiveness of support services between support and business functions.
* Supervise and manage teams and provide coaching if required.
* Reconciling monthly activity, generating month-end and year-end reports, and fulfilling other requirements.
* Monitoring accounts and invoicing procedures.
* Review business and trends on monthly basis and alter priorities around the business.

**Pizza Hut U.K.**

**(W.A. Enterprises – Franchise Pizza Hut U.K.)**

* Worked as a General Manager and was looking after pizza hut’s franchise stores.

(November 2005 – March 2009)

* **Nominated for the General Manager award for the year 2008.**
* Responsible for performance and operations of the restaurant.
* Plan marketing strategy and execute Local Store Marketing.
* Looking after manpower planning and recruitment.
* Conduct food safety, quality, health & safety, cleanliness, ambience and energy audits.
* Playing a communication link between central Restaurant Support Centre (RSC) and restaurant.
* Majority of time spent with the team helping them and the business reach their full potential.

**Pizza Hut U.K. Ltd**

* Worked as a Restaurant General Manager at Pizza Hut Rayners Lane.

(September 2003 – October 2005)

* Responsible for restaurant performance and operations.
* Provides a structured approach for putting processes in place that drive long term results.
* Provides leadership and motivation to team delivering exceptional services.
* Maximizing sales to full potential.
* Review P&L statement on monthly basis.
* Monitoring cash and invoicing procedures.
* Worked as a Deputy Manager at Pizza Hut Rayners Lane

(February 2002 – September 2003)

* Looking after restaurants performance and operations and managing shifts.
* Giving full support to the RGM and looking after the operations in his absence.
* Responsible for food ordering and schedules.
* Responsible for inventory on weekly basis.

**Prudential Commercial Bank Limited**

(September 1998 – September 2001)

* Worked as an officer grade III in MIS & Budgeting division and was reporting to chief advisor. Responsible for making and monitoring of different reports and formats:
* Daily, Weekly and monthly reports of Deposit and Advances.
* Fortnightly report of L.C. Business.
* Monthly flash report on performance of each branch.
* Weekly liquidity position (Treasury).
* Weekly report of Non Performing Loans. (This was collected, consolidated and sent to CCD)
* Manpower cost – Monthly statement.
* Budget Performance Report showing targets, achievement and variances.
* Interbank evaluations on various aspects. (Cost of Funds, Spread, Growth of various activities)
* Different financial reports as required by the chief advisor and company secretary.
* Worked in Human Resources Department and was assisting and looking after:
* Recruitment process.
* Resignation process / Settlement.
* Monthly Manpower Head Count Reconciliation.

Trainings & Courses

* + Management leadership program ‘Be the Leader, act like the Leader’ held on 12th, 13th and 14th December 2006 at Oxford Training Centre, London.
  + Business Management / Advanced HR program held on 10th, 11th and 12th of May 2005 at Oxford Training Centre, London.
  + Customer Excellence / Get Ready to Lead held on 30th April, 2nd and 3rd June 2003 at Oxford Training Centre, London.

Education

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| * **2003: Post Graduate Diploma (Finance)** | University of Luton UK |
| * **1998: Bachelor of Commerce** | Karachi University |
| * **1993: Higher Secondary CertificateB** | Board of Intermediate Education Karachi |
| * **1991: Secondary School Certificate** | Board of Secondary Education Karachi |

Personal

* Date & place of birth : October 05, 1975, Karachi.
* Marital Status : Married