**Summary**

* Innovative, profit-oriented Project Manager with demonstrated success in increasing revenues, market share and earnings, achieving cost reductions and improving client satisfaction in customer-facing operations and large diverse organizations.
* Adept at analyzing the competitive landscape, conducting research and attaining continual profits through focused, strategic workflow, staffing and business process analyses
* Exemplary change agent with the ability to analyze issues, devise continuous process improvements and Incorporate business process initiatives to increase efficiency, streamline operations and decrease aggregate expenses with limited resources.
* Consistently identifies and accelerates strategic measures to strengthen performance with sustained operational results.
* Forges long-lasting client and business partner relationships to mutually benefit all parties.
* Exemplary interpersonal, leadership, communication, and presentation skills

**Core Competencies**

* Project Management Business Development  Team Leadership
* Budget management Strategic Planning Process Improvements
* Vendor Management P&L Management Customer Service
* Training & Development Quality Control Staff Development
* Purchasing/Procurement Inventory Control Maintenance Management

**Key Skills**

Strategic Management– Experienced in vendor management, contract negotiations and strategic financial analysis to increase efficiencies and reduce costs while maintaining solid rapport with business partners

**Team Leadership and Budget Management**– Expertise in leading and building cohesive cross functional teams and collaborating with senior executives in improving operations and starting up new business locations while overseeing staff and managing budgets

Process Improvements – Devised and implemented processes, procedures, systems and internal controls to strengthen operations, increase productivity and enhance customer satisfaction

**Work History**

**Year 2016 –Year 2017** **LIMOUSINE MANAGER**

**AL HABTOOR VALTRANS LIMOUSINE**

Directed a 105-member staff encompassing supervisors, customer service agents and maintenance mechanics, overseeing activities and monitoring quality of work. Engendered a strong collaborative work culture, driving efficiency while managing performance. Proficiently managed budgeting and planning including service level issues, preventative maintenance and external projects.

* Leading and managing the work of a team of limousine staff whilst maintaining and developing my own portfolio of larger customer base
* Managing the recruitment, induction, performance management, training, development and appraisal of team members
* Reviewing and feeding back on the work of team members, ensuring agreed targets are met and identifying appropriate actions where problems occur
* Contributing to the strategic direction and decision making of the organisation through attendance at regular planning and review meetings
* Successfully Conceptualized and executed new procedures and provided expertise to evaluate the systems.
* Formulated and sustained strong relationships with external vendors to ensure efficiency in work flow.
* Designed, reviewed and updated policies and procedures and established strict guidelines to ensure that all aspects of health, safety and risk management were strictly adhered to.
* Rolled out various strategies to increase customer involvement including maintaining communications and setting up meetings to evaluate and resolve issues and changes
* Conducted maintenance, proactively identifying potential issues to ensure optimal cost efficiency
* Proactively addressed customer requests and ensured all inquiries were addressed in a timely manner.
* Adequately resolved issues utilizing a high level of empathetic listening and diplomacy.
* Leveraged strong customer service skills to build relationships with customers and prospective Customers

**Year 2014 –Year 2016** **OPERATION MANAGER**

**FAST LIMOUSINE – EMIRATES NATIONAL GROUP**

Started limousine branch in Dubai from scratch, from A- Z.

**Strategic Planning**

In charge for branches in UAE Abu Dhabi and Dubai (Planned to start in Sharjah).

Provide leadership and vision to the organization by assisting the staff with the development of long range and annual plans, and with the evaluation and reporting of progress on plans.

Oversee preparation of Annual Reports summarizing the progress on short and long range plans.

**Organizational Management**

Administer the affairs of the company in accordance with organizational policies and procedures, monitor overall performance of the company and provide MIS reports to top management.

Oversee the company’s operation, finances, planning, legal and other matters as necessary and report them in the board meetings.

Ensure the most effective distribution of tasks and work assignments among the staff

**Business Development**

Secure direct business for the company focusing mainly on corporate accounts

Oversees the management of existing portfolios and ensure the continuity with the company

Formulate and maintain long term business strategies to increase the market share of the company.

Identify new business opportunities and maximize new revenue streams in order to provide sustainable and profitable growth opportunities for the company.

**Financial Management**

Provide vision regarding overall financial health of the company.

Develop and monitor budget allocations, expenditures, fund balances and related financial activities for the purpose of ensuring that allocations are accurate, revenues are recorded, expenses are within budget limits and/or fiscal practices are followed.

Discuss and prepare annual budget, regular variance statements and annual audit with the concern staff members

**Work place Management**

* **Staff Administration:**

Assist in developing annual plan for manpower requirements.

Oversee workplace operations, attend staff meetings, and working with staff to maintain and improve effectiveness and efficiency.

* **Workplace Administration:**

Administer the affairs of the workplace in accordance with policies and procedures and all applicable laws.

Maintaining a smooth flow of work between departments and for resolving interdepartmental conflicts.

* **Monitoring and Evaluation**

Detailed profit & loss account on monthly basis

Review age analysis reports on monthly basis and ensure collections of outstanding accounts at end of the month.

Staff meeting are arranged & held once a week to monitor the development of the accounts and ensure satisfactory service to clients

Hold regular meeting with Group General Manager to discuss MIS report

Attend board meetings to discuss company’s budget, plans/strategies and profit & Loss for financial year

**Year 2008 –Year 2014** **TRANSPORTATION MANAGER**

**PRIVATE LIMOUSINE LLC**

Managed the day-to-day operations filling many roles to support growth and add to the bottom line. Developed and implemented comprehensive sales and marketing strategies while providing productive administrative management involving business, financial and human resources (HR) responsibilities.

* Oversee the company's office operations; direct a high-performing staff of six administrative professionals. Accurately manage job-site financials, accounts receivable and payable, and purchasing. Contribute in Generating yearly budget and gross margin reports
* Compile budget and expense data and produce Excel spreadsheets to document activity
* Performed overall management of administrative functions
* Evaluated financial and human resource management activities to ensure compliance with federal laws, rules and regulations
* Plan, administer and control budgets for contracts, equipment and supplies
* Handled Multimillion-Dirham Vehicles purchases required for operational and administration use
* Set achievable goals and deadlines
* Hire result oriented and high performing clerical and administrative personnel
* Responsible for providing most safe and sound as well as consistent chauffeured limousine services to customer.
* Monitored and delegated responsibilities to limousine cabs staff including route delivery
* inspire, supervise and direct staff to give efficient performance
* Review the limousine service activities and recommend changes to attain optimum efficiency and quality service

**Year 2006 –Year 2008** **FLEET MANAGER**

**EMPOST - DUBAI**

* Responsible for 550 vehicles, including light vehicles, motorbikes and heavy vehicles
* Plans, organizes, evaluates, and supervises the work of those engaged in the maintenance and repair of the Empost fleet; makes work assignments and schedules, ensures safety and work practices are followed
* Evaluates the service needs, equipment, and work methods; develops plans to satisfy current and future needs of services; establishes and enforces operating and safety procedures; accepts and investigates service requests and complaints made by Empost employees and the public
* Investigates and evaluates cause and extent of damage of vehicles involved in accidents. Generating weekly minutes summery for meetings and decisions taken during the week
* Directs the operation of the transit garage for repair and maintenance of automotive equipment and construction and servicing of automotive equipment
* Prepares reports for computer input regarding inventory, maintenance and repair activities
* Insuring the full implementation of the contracts made Between Empost and the maintenance providers and vehicles’ suppliers

**Year 2003 –Year 2006** **SENIOR SALES EXECUTIVE**

**IKEA - DUBAI**

* Supervise & executing all the direct sales transactions, LPOs and quotations
* Dealing with customers’ queries
* Preparing daily and weekly sales reports
* Participate in planning activities and promotions depending on customer analyses and customer flow charts results.
* Involved in visual merchandising planning to push sales
* Creating means and ways to achieve targets by using required sales techniques and products merchandizing
* Monitoring sales stock and generating a detailed forecast to control the sale flow for the products
* Offering home furnishing solutions for clients
* In charge for kitchens Designing team using planet system involved in the training programs for the team
* Participating in IKEA catalogue production using MAC. System
* Participated in IKEA Egypt project

**Year 1998 –Year 2003** **SHOWROOM AND SERVICE CENTRE IN CHARGE**

**ALCATEL- DUBAI**

* Showroom in-Charge for **ALCATEL** mobile phones as well as handling the service department
* Prepares daily sales report and summary of defective mobile phones
* Troubleshooting of defective mobile phones complains and handling product’s technical inquiries
* Ensuring customers’ satisfaction being provided as well as after-sales service
* Conducts sales and technical presentations for ALCATEL mobile phone buyers and dealers
* Undertook the responsibilities of service coordinator, such as allocation of mobiles to technicians, receiving defective mobiles from UAE, GCC, and Middle East dealers.

Education & Other Skills

* THE ARAB - COLLEGE, Amman –Jordan
* Diploma in Arts and English literature
* Excellent, proven interpersonal, verbal and written communications skills.
* Set and achieve performance goals and objectives for the department.
* Proficient in Microsoft Office (Word, Excel, Outlook, Access, PowerPoint)

Additional Trainings:

* Fleet Management –Emirates Post office.
* Time managing –Emirates Post Office
* The IKEA Concept Selling/Warehousing / Customer service / IKEA Way. –IKEA Dubai
* Train the trainees in Al Futtaim training centre
* Teams build up in Al Futtaim training centre
* Touch of care with Alcatel support regional office
* We C.A.R.E program in Al Futtaim sons
* **\*Participated in IKEA project started in Cairo April 2006.**

Personal Details:

Date of birth: 15th June,1972

Marital Status: Married

Nationality: Jordanian

Languages known: Fluent in Arabic, English

Visa Status: Transferable

Place: Dubai