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|  |  | Mohammed RiyazOperations Manager, Sales Marketing Management |
| Profile Experienced, energetic, and highly talented Executive with over 20 years of outstanding performance in multi-cultural environment with multinational companies in United Arab Emirates, Sri Lanka & Qatar based on solid formal education consisting Qualified in first class in the G.C.E. O/L in Sri Lanka's leading educational institute Zahira College Kandy[dist.,]Interact well with people of diverse backgrounds, cultures and professional levels. Seeking a challenging position in **Operations Management, Sales Marketing with a reputable Business Organization**.ContactPHONE:+ ***974 77657070***EMAIL:*mriyazkandy@gmail.com* Hobbies***Reading/hiking/Swimming/Travelling******Social Service/Music and Documentaries***.PERSONAL DETAILSValid Qatari : *Driving License* Nationality : *Sri Lankan*Visa Status : *Transferrable, NOC* Languages: ***English, Urdu, Hindi, Tamil & Sinhala, Malayalam***.  |  | EDUCATIONQualified first class in the G.C.E. O/L, A/L. Sri Lanka Education and higher Education Ministry.WORK EXPERIENCEHoloteq Group (Doha-Qatar)2017 – 2021Operations Manager ***Description: -*** * Responsible for day-to-day operations of Theoretical Training in all 9 driving schools in Qatar, reporting to the CEO of Holoteq directly.
* Monitoring the training activities on each school with regular visits and ensuring all operations are running smoothly.
* Attending to customer complaints and take necessary measures to sort out issues.
* Managing nearly 100 staff assigned to Driving School activities and arranging various shift timings according to the requirement of Driving School management and addressing issues, if any.
* Maintaining good relationship with School Managements and Traffic Department so as to not compromise the value of the Services offered by Holoteq to all parties involved.
* Organizing training / providing assistance to other departments as well.
* Maintain market share of products and business development by analyzing and cross checking competitors’ activity.
* Developed customized latest products to Traffic police and other government offices.

Dubai Islamic Bank 2005 to 2012 Financial Advisor/ Team leader(2009-2011) –Al-Islami Credit Card and Personal Finance* Regular contacts and visits to potential and existing customers to provide them with relevant product & services information to proactively seek business, thus achieving incremental revenue while maintaining highest levels of customer satisfaction.
* Promoting the new **Al-Islami Credit Card** which launched on the first quarter of 2006. Meeting new customers and company heads, converting customers into all over products including credit cards. Achieves monthly targets, also done many products presentations and got a good name by the department head and played a neat roll in the team.
* Responsible for providing **financial solutions to a selected group** of high value customers that would result in a **"win win"** situation for both the client and the bank. Active involvement in cross selling other products offered by the bank. Responsible for convincing and converting 2 large corporations to be trade partners within the first six months of employment.

 TECH SYSTEMS [pvt] ltd., Customer Service Colombo Sri lanka1992-1998 * **Provided leadership** and direction to the multicultural team of 13 agents/ consultants as Customer Service Officer reported to the Customer Service Manager.
* Supervised, trained, coached and evaluated the customer service agent’s performance for achieving the department’s objectives.
* Played major role in the implementation and management of Customer Care Processes for **monitoring and measuring Customer Satisfaction and Feedback** (Suggestions and Complaints) to maintain and build a loyal customer base. Introduced an effective method for deliveries in order to reduce customer complaints.
* Coordinated with the Sales & Marketing, Service team to keep the Customer Service team up-dated on the latest product information /promotion.
* Ensured the **customer service team dealt tactfully and effectively** with difficult customers. Reviewed daily activity report and reported to the Customer Service Manager.
* Established rapport with the clientele by bringing enthusiasm and energy to workplace. Supervised the on-line sale / customer complaints and ensured follow-up with the customers.
* Analyzed and improved departmental operations and procedures resulting in increased productivity. **Identified the products which often resulted in complaints and recommended ways to improve Customer Services.**

**SKILLS**Good Knowledge of - MS-Windows/MS office suite/outlook & internet |

**Declaration**

I hereby declare that all the particulars furnished above are true and correct to the best of my knowledge.

 Sincerely,

 **Mohammed Riyaz**