

Muhammad Haris

Manager Operations

Abu Dhabi – UAE | Valid Driving License

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OBJECTIVES

Having excellent Arabic and multi-language skills, ready to lead productively in any department or atmosphere within an organization, along with leading, coaching and collaborative skills, and aspiring to develop quality workforce and contribute added value to the organization's overall goals.

EXPERIENCE

ALFARDAN EXCHANGE – UAE | Jan 2016 – To Date

Manager Operations

Bank AL Habib Limited – PAKISTAN | June 2011 – October 2014

Area In-charge Customer Relations

SUMMARY OF EXPERIENCE

Financial Responsibility

- Ensure that the Branch Monthly, Quarterly and Annual targets are achieved in accordance with the Company Business AOP Plan.
- Ensure the implementation of appropriate action plans where sales targets are not being achieved.
- Manage the end of day cashier balancing of the branch.
- Effectively manage the Cash stock to ensure the appropriate money is held for the customer base using the branch.
- Ensure that maximum bank deposit amount is sent for cash collection on a daily basis.
- Carry out routine checks on all tills to ensure the system and physical cash amounts tally.
- Ensure any discrepancies on the tills are immediately reported for internal audit to investigate.

Customer Focus

- Ensure that excellent customer relationships are built and maintained with all appropriate levels within the Branch.
- Ensure that the team delivers best in class customer service for the initial transaction of any subsequent follow up regarding query.
- Spend time in front of the tills meeting the customers and listening to their feedback and assisting with advice on their transactions.
- Take the lead in resolving customer complaints and issues and showing the other staff how customer service should be defined.
- Visit local businesses with the Regional Manager to encourage new corporate and individual customers to come to the branch.
- Ensure all feedback from the customers is fed to the Regional Head and the Head of Sales.
- Identify ways of improving the branch efficiency and services delivered.

Operational Excellence

- Ensure full controls are in place to maintain proper and appropriate conduct of business practices by fully implementing the Branch procedures, policies, and control processes.
- Where issues are identified with policies and procedures, comments should be fed up to the Regional Head and the Head of Sales.
- Ensure POS processing systems are accurate with payment and customer data to ensure payment queries are kept to a minimum.
- Ensure day-to-day branch compliance with the Company's own Internal AML policies and procedures.
- Manage the staff roster to ensure that all services are available at all times in the branch and appropriate handover takes place

- between staff who are off the following day for rest or leave.
- Ensure that staffing is arranged to meet the customer demand and ensure the resources are used effectively.
- Ensure the branch security is maintained by applying controls around key holders and opening and closing procedures.
- Ensure proper handover is taken before the sales consultant or Branch Manager proceeds on leave.
- Ensure all logins are deactivated and tills are closed before any staff proceed for annual leave

People Management

- Manage branch staff in accordance with company policies and procedures.
- Monitor staff performance and ensure that training and development needs are identified, planned and carried out to ensure that sales consultants continually develop and achieve their full potential.
- Coordinate with HR to develop manpower plan and ensure proper staffing levels.
- Act as a key resource and liaison to other functional areas of the Company’s business, building productive cross-functional relationships.
- Manage relationships with key internal and external people. Maintain excellent relationships with all Departments or Functions to ensure that all improvement opportunities are identified and implemented in an efficient and effective manner.
- Ensure effective communication between Head Office and Branch.
- Contribute to an environment of teamwork within the Branch.

EDUCATION

Graduated – Pakistan (Degree Attested)

CERTIFICATION

- ISO 9001:2015 Lead Auditor – CQI-IRCA
- ISO 14001:2015 Lead Auditor – CQI-IRCA
- Google – Digital Marketing Fundamentals
- COSHH Manager Certification – UK
- NEBOSH IGC – UK
- IOSH MS - UK
- The Risk Assess 365 Software Certification
- Record Keeping Files Management – KBR
- Time Management – KBR
- Peak 2 Foundation – MS OFFICE
- Peak 2 Hardware – Computer Hardware

AWARDS

Best Employee 2nd Qtr. 2019 – Al Fardan Exchange
KBR – IT Dept
KBR – Medical Dept

LANGUAGE SKILLS

Arabic	●●●●●●●●○
English	●●●●●●●●●
Urdu	●●●●●●●●●
Hindi	●●●●●●●●●
Bangla	●●●●●●●●●

SOFTWARE SKILLS

Quality Assurance	●●●●●●●●●
Staff Training and Coaching	●●●●●●●●●
Budget Management	●●●●●●○○○
MS OFFICE	●●●●●●●●●

PERSONAL SKILLS

- Tech-friendly – Experienced in MIS
- Conceptual and Analytical skills
- Effective Problem Solving
- Leadership Skills
- Good Interpersonal Skills
- Excellent multilingual skills

ACHIEVEMENTS

- Best National Service Scheme (NSS) volunteer
- Best Outgoing customer relations in-charge
- Conducted medical camps under an NGO
- Selected as President of student’s organization and conducted various Programs

TRAININGS ATTENDED

- Organizational development
- Strategic leadership
- Diversity and inclusion
- Digital learning and development

ACADEMIC INTERESTS

Interested in:

- Business Analytics
- Subjects like Organizational behavior, Social Psychology, Office Management.

Attended symposiums on:

- HR 2013, Changing workforce dimensions
- NHRD KPK Chapter
- Personality Development
- Work Life and Job Satisfaction
- Psychological Skills Development

EXTRA CURRICULAR ACTIVITIES

- Presented Case Study on Colgate Palmolive
- Behavioral Workshop – customer relationship
- Fair Deal - One Day Business
- Founder member of college leaders Club

DECLARATION

I hereby declare that all the above details are true to the best of my Knowledge.