






MUHAMMED SUHAIB.M

CONTACT

-  United Arab Emirates
-  +971 528393627
-  suhaibmahamood@gmail.com

PERSONAL DOSSIER

- **Nationality:** Indian
- **Languages:** English, Arabic, Hindi & Malayalam
- **Passport No:** X6128822
- **Visa Status:** Visit visa

UAE DRIVING LICENSE DETAILS

- **License No:** 909349
- **Permitted Vehicles:** Light Motor Vehicle
- **Date of Issue:** 23-12-2019
- **Date of Expiry:** 22-12-2024

SKILLS

- **High-value project management**
- Office administration
- **Operations management**
- **Business planning**
- **Team supervision**
- Performance management
- **Computerized diagnosis of vehicles**
- **Recruitment process knowledge**
- HR policies creation
- Inspiring leadership
- **Exemplary customer service**
- MS Office proficiency
- Strong communication
- Organized and **punctual**

PROFESSIONAL SUMMARY

Highly Accomplished Service Supervisor with extensive experience of 8+years in exceptional **Office Administration, Supervision, and Workshop Management** in the **Automotive Industry** services. Diligent professional with expertise in improving staff performance and **productivity** through targeted training. Implemented bespoke **development schemes** to meet key **business objectives**. Used exceptional **coordination** and communication abilities **to optimize** management and staff retention.

WORK HISTORY

Service Supervisor 11/2016 - 10/2019
Danat Emirates Auto Workshop Centre LLC - Abu Dhabi, U.A.E

- Drove company success, **building sustainable competitive advantage** through selection and development of top talent.
- Planned, organized and **managed recruitment and selection processes**, consistently meeting budget targets and recruitment goals.
- **Planned, organized and monitored resources** for efficient use of labor, equipment and materials.
- Set and **managed operational schedules** with proper coverage to meet customer service demands.
- Created HR policies and procedures, **ensuring all practices were in line with current legislation** and best practice

Service Supervisor 06/2009 - 07/2014
Sana Auto Workshop - Abu Dhabi, U.A.E

- **Regularly monitored operational progress** against budgets to ensure cost-effective, efficient service provision.
- Built firm but respectful relationships with staff, leading by example and **providing continued encouragement** for high levels of motivation and satisfaction.
- Devised and **implemented improvements to service procedures**, improving customer satisfaction scores.
- **Maximized profitability, promoting services** at relevant conferences, workshops and meetings.
- Championed development of new services to **improve operational output and meet KPIs**.

EDUCATION

B.Sc - Computer Science, 04/2007
Kannur University - Kerala, India

Diploma in Computer Application, 2007
Kerala, India