



farman9001@gmail.com



0528442989



Ghayathi ABU DHABI , UAE 498



10-07-1989



Indian



United Arab Emirates

EDUCATION

Bachelor of Commerce:
Commerce

**INDIAN SCHOOL OF
MANAGEMENT AND
TECHNICAL STUDIES,**
BANGALORE , INDIA

LANGUAGES

English B2

Upper intermediate

Hindi B2

Upper intermediate

Arabic B1

Intermediate

Urdu B1

MOHAMMED FARMAN

PROFESSIONAL SUMMARY

Encouraging manager and analytical problem-solver with talents for team building, leading and motivating, as well as excellent customer relations aptitude and relationship-building skills. Proficient in using independent decision-making skills and sound judgment to positively impact company success. Dedicated to applying training, monitoring and morale-building abilities to enhance employee engagement and boost performance.

SKILLS

- Branch operational processes and policies
- Employee management
- Cash handling expertise
- Revenue generation
- Employee training

WORK HISTORY

June 2019 - Current

AL FARDAN EXCHANGE LLC - Branch Manager, Abu Dhabi , UAE

- Maximised revenue by strategic upselling of higher margin items.
- Developed ongoing programmes using good team communication and collaboration.
- Spoke to customers in multiple languages to resolve problems and answer questions.
- Planned and executed new strategies to increase sales.
- Met monthly time and budget targets.
- Collaborated with staff to formulate budgets and improve department revenue.
- Resolved customer queries and problems using effective communication and providing step-by-step solutions.
- Optimised team training and staff development.
- Maximized customer engagement and satisfaction by delivering excellent customer service.

February 2014 - December 2018

Al Fardan Exchange LLC - Team Leader (MOBILE TEAM), UAE

- Maximized customer engagement and satisfaction by delivering excellent customer service.
- Adopted strategic scheduling to improve overall time management and efficiency.
- Planned and executed new strategies to increase sales.

Intermediate	
Malayalam	B2
Upper intermediate	
Tamil	B1
Intermediate	

- Spoke to customers in multiple languages to resolve problems and answer questions.
- Improved team efficiency by training and mentoring individuals and setting achievable performance goals.
- Met monthly time and budget targets.
- Collaborated with staff to formulate budgets and improve department revenue.
- Resolved customer queries and problems using effective communication and providing step-by-step solutions.

April 2009 - December 2012

ADNOC DISTRIBUTION - Shift Supervisor, UAE

- Successfully developed and improved daily work plans for a operation.
- Prepared shift reports measuring team performance against targets.
- Effectively organised staff placement per shift with zero error rate.
- Assessed, managed and allocated resources assigned to the shift, employing to consistently meet operational goals.
- Positively reinforced successful shift performance, providing clear, specific, timely and respectful coaching to shift staff.
- Kept employees operating productively to meet business and customer needs.
- Managed staff schedules, ensuring required coverage to meet shift needs within budget.
- Delivered consistent, fair and productive staff management

CERTIFICATIONS

- Best employee of the quarter
- Runner up branch for consecutive months in travelez percentage achievement during internal drive.
- Certificate for travelez percentage achievement during travelez drive.
- APL star of the year 2020
- APL star of the year 2021