



WALID ABDALLA HAMED DARWISH

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OBJECTIVE

To join in a reputed organization where talent and hardworking provide excellent opportunities for career growth. Seeking position where I can be a benefit to the company and both my experiences and skills could be develop and use in the best possible way for achieving the company's goal and contributing to my growth and development as individual.

EDUCATION

Bachelor of Management | Tourism and Hotel | Cairo, Egypt
1993-1997

SKILLS

- Leadership, Mentoring, Business Development, Sales & Marketing, Client Relations & satisfaction
- Experience Management, Team Management, Productivity Management,
- Operations Management, Leasing Management, Business Management
- Extensive experience in ME especially in Gulf Region.

ACHIEVEMENT

- Re-organize something to make it work better.
- Identified a problem and solved it.
- Come up with a new idea and improve things
- Develop and implemented new procedures or systems,
- Worked on special projects
- Received Awards.
- Been complimented by Direct Managers and CO-workers.
- Beating Sales targets and Company goals and increase the business revenue and opening and set up new profitable branches

WORK EXPERIENCES

Group Managing Director

Skylight & Berlin Company Group Al Ain, UAE | October 2021- till date

Principal Responsibilities:

- Responsible for Sales & Revenue performance.
- Operational excellence, adherence to procedures and utilization of risk mitigation activities to prevent Financial Fraud or Loss;
- Focus on Customer retention and new business development for the companies;
- Effective Cost Management.
- Monitor Service Performance of team members and give high priority to maintenance of customer relations.
- Ensure effective Floor Management.
- Plan and lead customer acquisition and retention activities.
- Constantly monitor and aim to reduce TAT at counters, and ensure company premises are well maintained at all times.
- Plan and monitor implementation of Companies Sales & Marketing policies and programs.
- Lead Sales activities and Marketing programs of the companies to attract new customers.
- Monitor Companies operations and effectively manage business functions of the Companies.
- Conduct random / surprise audit on Companies Operations, Quality and related parameters.
- Ensuring the right implementation of the AML procedures and KYC initiatives.
- Ensure Accounts Dept. reconciliation for all cash/other transactions are done accurately & on timely basis as per Company's operation manual.
- Facilitate the conduct of internal/external quality audits, group internal audits and Customer Satisfaction Survey as per the schedule of the Quality Manager.
- Achieve acceptable rating in various audits conducted from time to time.
- Responsible to ensure custody of various security items, such as Drafts, Company Cheques and other secure items.
- Ensure proper functioning of all equipment such as CCTV, Computers and Companies Safe, and monitor routine maintenance of the same

Head of Business and Project Development (Leasing Operations)

Al Arab Mall, Sharjah, UAE | July 2016 – March 2020

Principal Responsibilities:

- Managing the operations process, embracing design, planning, control, performance improvement, leasing, and Mall maintenance and operations strategy.
- Enforce mall rules and regulations, company policies and procedures, and all lease requirements.
- Oversee budgeting, reporting, planning, and auditing.
- Develop and implement a comprehensive Strategic Business Plan which addresses the opportunities and needs of the center.
- Support the Leasing Representative and Local Leasing Representative in developing and implementing the center's leasing strategy.
- Establish and maintain exceptional operating standards including; maximizing contracted services, oversight of the property's preventative maintenance program, development of a comprehensive energy and capital plan.
- Manage vacancy and storefronts
- Develop and retain a highly skilled mall team. Provide employees with appropriate tools and training to create an environment that maximizes performance and adheres to all company policy and procedures.
- Monitor and assist in all tenants and landlord construction's activities.
- Support the marketing team in their marketing plan for the mall.
- Develop strong relationships with existing and prospective tenants.
- Respond to tenant issues, conduct formal and informal tenant meetings to promote/discuss marketing, operations and security.
- Drive increased revenue and profit to achieve the Company's ambitious growth.

Sales Manager (Leasing and Operations)

Al Arab Mall, Sharjah, UAE | March 2015 - June 2016

Principal Responsibilities:

- Negotiate with new clients for finalizing and signing lease agreements and renegotiate contracts with existing tenants. Drafting and signing legally sound and detailed lease agreements
- Manage the leasing of shops, kiosks, ATMs, RMUs, staff accommodation and stores in Al Arab Mall Mall to meet predefined budget targets.
- Renewing lease agreements, if desired.
- Listing current and predictable vacancies on all pertinent platforms. Review and approve all leasing proposals prepared by the Leasing Executive before communication to prospective clients
- Develop annual lease budgets and follow up for the Mall's owner approval.
- Manage all communication with tenants including following up for payments of leasing invoices and settling cases of delayed payments/dishonored checks.
- Maintain up to date database on vacancies, lease applications, payments, pending payments and ensure action plans to maintain sustainability of mall operations. Crafting snag lists in consultation with lessees
- Protects organizations value by keeping information confidential.
- Scouting for prospective lessees
- Directing guided tours of each rental
- Scheduling property-related maintenance, as needed.
- Addressing and recording all rule violations
- Negotiating the updated features of applicable lease agreements.
- Performing relevant inspections prior to returning lessees deposits.

Branch In-charge Manager

Al Rostamani International Exchange, Sharjah, UAE | August 2009 - February 2015

Principal Responsibilities:

- Responsible for Sales & Revenue performance.
- Operational excellence, adherence to procedures and utilization of risk mitigation activities to prevent Financial Fraud or Loss;
- Focus on Customer retention and new business development for the branch;
- Effective Cost Management.
- Monitor Service Performance of team members and give high priority to maintenance of customer relations.
- Ensure effective Floor Management.
- Plan and lead customer acquisition and retention activities.
- Constantly monitor and aim to reduce TAT at counters, and ensure Branch premises are well maintained at all times.
- Plan and monitor implementation of Branch Sales & Marketing policies and programs.
- Lead Sales activities and Marketing programs of the branch to attract new customers.
- Monitor branch operations and effectively manage business functions of the branch.
- Conduct random / surprise audit on Branch Operations, Quality and related parameters.
- Ensuring the right implementation of the AML procedures and KYC initiatives.
- Ensure Accounts Dept. reconciliation for all cash/other transactions are done accurately & on timely basis as per Company's operation manual.
- Facilitate the conduct of internal/external quality audits, group internal audits and Customer Satisfaction Survey as per the schedule of the Quality Manager.
- Achieve acceptable rating in various audits conducted from time to time.
- Responsible to ensure custody of various security items, such as Drafts, Company Cheques and other secure items.
- Ensure proper functioning of all equipment such as CCTV, Computers and Branch Safe, and monitor routine maintenance of the same.

Branch Operations Shift Supervisor

Al Rostamani International Exchange, Sharjah, UAE | April 2009 - August 2009

Principal Responsibilities:

- Supervise and lead a team of staff in order to achieve financial objectives, and ensure adherence to all compliance/control areas of the branch operations. Doing principal accountabilities such as:

Customer Service

- Ensure Cash counters are operational to support business requirements.
- Communicate regulations and norms regarding transactions in a professional manner
- Provide advice and guidance about ARIE Products & Services to customers as and when necessary.
- Aim to achieve minimum 'Wait' time and 'Serve' time and to reduce the TAT by competent handling of resources.
- Ensure Customer Complaints/Feedbacks are addressed as per Company norms, and resolve Queries that have been escalated by branch staff.
- Ensure exchange rates for branch operations are determined and monitored to ensure optimal profit margins and customer satisfaction.

Operations

- Monitor day to day operations to ensure total adherence to Company policies and procedures.
- Provide guidance to branch staff to achieve zero defect operations, and timely completion of all assigned activities.
- Ensure Cash Handling is done as per Company policy, and Cash Balance at branch and other valuables in the Branch/Bank Safe are secured and managed as instructed by Management.
- Manage Cash in Branch by maintaining adequate balances, efficient sourcing and disposal of currencies, and depositing cash to bank.
- Responsible for security of Financial instruments such as Drafts, Cheques and Travelers Cheques.
- Review anomalies such as Undress/Overs reported by staff, and report to concerned authority immediately.

Senior Customer Service Representative

Al Rostamani International Exchange, Sharjah, UAE | April 2008 – April 2009

Principal Responsibilities:

- Providing efficient service to the customer's, to achieve customer's retention and growth.
- Processing transactions as instructed by Branch Management, resolving customer's issues in a timely manner. Doing principal accountabilities such as:

Customer Service

- Meet and greet Customer's at the Counter/Lobby.
- Provide advice and guidance to customers where necessary.
- Handle customer queries, complaints, resolutions/follow-up, special deals and other such activities.
- Actively convert walk-in customers to IntroCard holders.

Operations

- Handle Foreign Currency, Remittances and other customer transactions as assigned by the Branch Management.
- Ensure assigned work activities are carried out as per Company policies and procedures within the stipulated time period for the activity.
- Exercise due diligence in processes related to AML Compliance, KYC and customer transactions to ensure risk mitigation.
- Identify improvement areas and propose constructive changes to achieve operational excellence.

Restaurant Supervisor

Kuwait Food Company (AMERICANA) U.A.E | June 2006 - June 2007

Principal Responsibilities:

- Direct the activity of the employees to make sure they provide great guests service.
- Maintain a positive work environment & employee relations through effective supervisory practices & compliance with all applicable policies & labor laws.
- Handle crisis situations effectively & in a positive manner.
- Project a positive & professional image as a representative of Hardee's to employees & guests.
- Handle all required administrative duties & responsible for all cost control while on duty.

Customer Service Consultant / Call Center

Kuwait Food Company (AMERICANA) | January 2003 –June 2006

Principal Responsibilities:

- Direct interaction with customers both inbound & outbound via Service Center at telephone.
- Answers a high volume of calls and maintain a rapid response rate according to agreed standards.
- Develop personal skills & capability through ongoing trainings as provided by the company or elsewhere subject to company approval.
- Manage all KFC, Pizza Hut & Hardee's store in all UAE to provide good & speed services with a high quality.
- Communicate & liaise verbally & in writing between customer's inquiries & relevant staff & interpret & respond clearly & effectively to spoken request over the phone or in person & to verbal or written instructions.
- Respond to & follow-up sales inquiries using appropriate methods and handling customer's complaints.
- Maintain personal ability in & appropriate use of ICT (Information & Communication Technologies) & other systems in the call center.

PERSONAL INFORMATION

- Visa Status: Employment Visa
- Holding Egyptian and UAE Driving License
- Marital Status: Married
- Date of Birth: 10/10/1976
- Nationality: Egyptian
- Place of Birth: Saudi Arabia