

Mohamed Harris Ali

harrisheaven3@gmail.com

CUSTOMER SERVICE & OPERATIONS MANAGER
WITH SALES & ADMINISTRATIVE EXPERTISE

+971 50 505 2692

Abu Dhabi – U.A.E

Professional Summary

Experienced professional with over 12 years of proven success in customer service, operations management, and sales. Skilled in supervising and leading teams to achieve branch goals and provide high-quality service to customers. Proficient in monitoring branch performance, implementing internal controls, and ensuring compliance with policies and procedures. Adept at building and maintaining strong customer relationships and resolving issues effectively. Strong communication and leadership abilities with a focus on driving results and fostering a positive work environment.

Skills

- Customer Service
- Team Collaboration
- Operation Management
- Revenue Management
- Time Management
- Multitasking
- Sales Expertise
- Problem Solving
- Administrative Skills
- Documentation Skills
- Communication Skills
- Computer Literacy
- Continuous Learning
- Interpersonal & Leadership Skills
- Strategic Planning
- Dedication & Confidentiality

Work Experience

BRANCH INCHARGE – 2015 – May 2024

Emirates India International Exchange LPC – Ras Al Khaimah

- Supervise CSOs and cashiers to ensure optimal productivity and premium customer service, aligning with branch objectives.
- Monitor overall branch performance, including target achievement, staff allocation, training, and financial reporting.
- Provide direction and leadership, strategizing operational and managerial functions for efficiency.
- Cultivate customer relationships and expand the customer base through internal and external marketing initiatives.
- Oversee cash and security documentation, maintaining optimal cash balance and adherence to internal controls.
- Address inquiries from the AML Unit promptly and maintain positive customer and community relations.
- Manage challenging customer situations, providing resolutions and alternatives as needed.
- Report incidents to department heads and top management, ensuring transparency and accountability.
- Conduct regular branch meetings to strategize and achieve branch targets.
- Manage team members, overseeing daily activities and ensuring timely reporting.

INDOOR SALES ASSOCIATE – 2012 - 2015

Monalisa CO. L.L.C – Ajman.

- Proactively acknowledged, greeted and assisted customers in the store and provided accurate product information.
- Recommended Alternative purchase choices and served multiple customers.
- Order Out of Stock items in a timely manner and assist in display of merchandise.
- Maintain sales records for inventory control.

FRONT OFFICE ASSISTANCE – 2009 – 2011

The Lotus Serviced Apartment – Chennai, India.

- Answer Phones and Route call to specific people.
- Greet Visitors warmly and make sure they are comfortable.
- Coordinate mail flow In and Out of office & office activities.
- Gather Personal and insurance information.
- Perform basic bookkeeping, filling and clerical duties.
- Schedule follow-up appointment.

Education

Period : **2008 - 2009**
Course : **FO & Hotel Operational Management**
Institute : **Paradise Hotel Management & Industrial School, Kumbakonam**
Tamil Nadu, India

Language Known

- **English** • **Tamil** • **Hindi** • **Malayalam** • **Arabic** • **Bangla (Beginner)**

Personal Details

D.O.B : 02nd May 1991
Marital Status : Married
Nationality : Indian
Passport No : P1074225
Visa Status : **VISIT VISA - valid until 16 Nov 2024**
Valid License : **Bike (License No:611089) until Feb 2026**

Declaration

I hereby declare that the information given above are true to the best of my knowledge and belief

Place : Abu Dhabi – U.A.E

Mohamed Harris Ali