

JASSIM AHMED AL QASIM

Curriculum Vitae



**BANKING & RETAIL OPERATIONS MANAGEMENT
PROFESSIONAL**

LinkedIn:

ae.linkedin.com/in/jassim-ahmed/

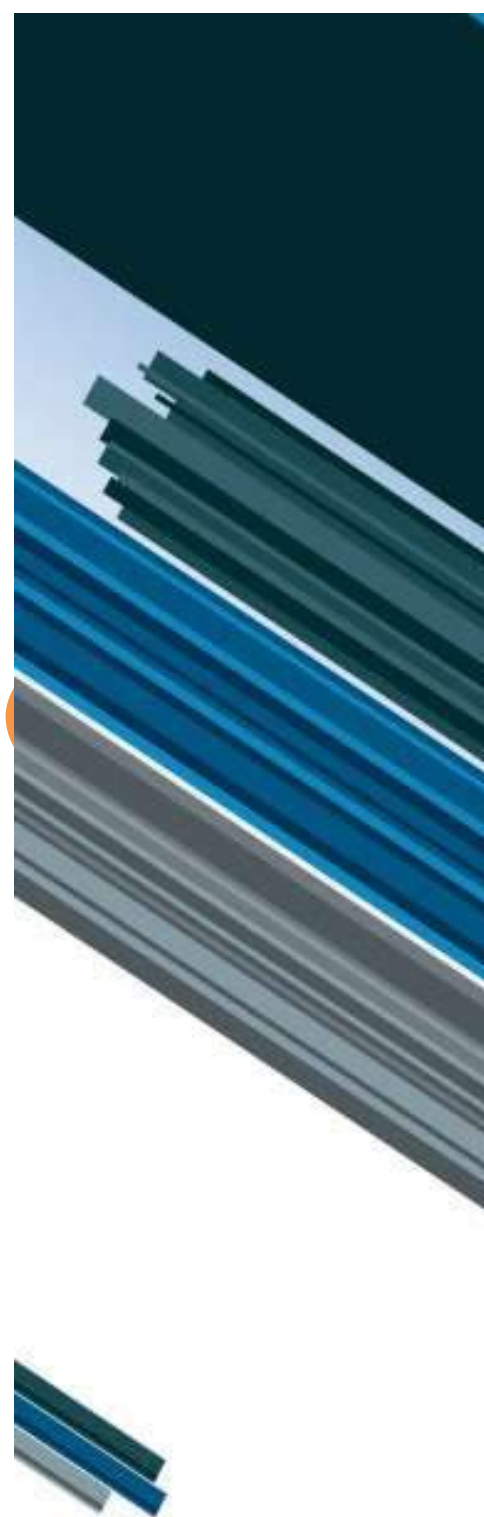
Contact Number:

+ (971) 99 986652

QR Code:



ver



JASSIM AHMED AL QASIM

Contact: + (968) 99 986652

E-mail: jassim.ahmed@hotmail.com

Offering nearly 17 years of experience in the field of Operations Management, Customer Service and Branch Administration within the Banking and Retail domain; aspire for a challenging career which would give me an opportunity to achieve professional excellence and contribute significantly to the success of the organization. To inspire and motivate the team to put in best efforts and ensure that team efforts are in synchronization with the objective of the organization.

PROFILE

- ⇒ Competent, result oriented & diligent Retail & Operations Management professional, with an excellent & rewarding career of nearly 17 years. Equipped with the expertise in Retail & Banking Operations, Merchandising, Customer Management & Relationship and Leadership Management while performing in the cost-efficient manner along with the unwavering quality standards.
- ⇒ Possess keen business acumen in analysing and understanding business requirements, customer-value maximization and developing new business processes and revenue streams. Employs analysis and creativity to form productive systems and strategic business partnerships. Dedicated individual with a reputation for consistently going beyond what is required and using personal high standards to achieve results.
- ⇒ Customer focused, highly successful in building relationships with key decision makers, seizing control of critical problem areas and delivering on customer commitments. Consummate professional with excellent planning, execution, monitoring and resource balancing skills, attention to detail as well as the ability to build and lead effective teams. Outstanding presentation and leadership skills.
- ⇒ Proactive team builder to the core and a natural motivator with solid contributions across career path; professionally committed and responsible with proven ability to handle a wide range of functions using a combination of creative, organizational and presentation skills.

Key Strength Areas:



Personal Traits:

Multi-Tasking ~ Organizer ~ Planner ~ Good Listener ~ Leadership ~ Team Builder ~ Self Motivator ~ Negotiator

PROFESSIONAL EXPERIENCE

HSBC Bank Middle East, Dubai
Presently - Manager Retail Operations

Nov 2004 onwards

Growth Path

| | |
|--------------------------------------|---------------------|
| Manager Retail Operations | June 2012 onwards |
| Stores Quality Control Manager | Apr 2009 – May 2012 |
| Branch Manager | Feb 2008 – Mar 2009 |
| Retail Operations Excellence Manager | May 2006 – Jan 2008 |
| Acting Operations Manager | May 2006 – May 2006 |
| Branch Manager | Nov 2004 – May 2006 |

Summary Roles & Responsibilities

- ⇒ Managing all the retail operations with 105 employees and 4 direct reporters conducting detailed market analysis, range & product selections, visual merchandising, store & inventory control and client servicing.
- ⇒ Devise new plans, stores and projects within the department and strategically roll out new locations to establish business.
- ⇒ Planning, organizing and directing sales and Customer Service teams to ensure the achievement of group sales, revenue goals and profit objective.
- ⇒ Managing back-office functions in coordination with internal/ external departments for smooth business and retail operations.
- ⇒ Devising plans to improve the commercial performance of stores by creating competition between all stores. Involved in benchmarking, stores commissions and incentive reports.
- ⇒ Providing value added customer service by resolving customer issues & ensuring their satisfaction with the product and the service norms.
- ⇒ Managing overall profitability of retail operations and accountable for strategic utilization and deployment of available resources to achieve organizational objectives.
- ⇒ Initiating new outlets, product launches as well as focusing on expansion of retail space for the brand and apply the same principle to all retail units.
- ⇒ A principal executive 'point of contact' for the company for issues related to IT and finance department that arise from the stores to sort out those issues.
- ⇒ Streamlining retail systems and processes for routing culture of understanding consumer behaviour towards product trends, systems and people.
- ⇒ Undertake training & development of people, specially related to managing retail business in their regions. Building confidence in the team and driving culture of competition and high performance.
- ⇒ Developing individuals through demonstration and by providing constructive feedback; addressing employee performance issues, grooming them for future roles and creating an enjoyable working environment.

Products & Services

- ⇒ Post-paid and Prepaid Services
- ⇒ Merchandising of handsets and accessories

HSBC Bank Middle East, Dubai Last - Status Customer Service Supervisor

Feb 1998 - Nov 2004

Growth Path

| | |
|--|---------------------|
| Status Customer Service Supervisor | Aug 2003 – Nov 2004 |
| Direct Sales Team Supervisor | Jan 2003 – Aug 2003 |
| Direct Sales | Nov 2001 - Jan 2003 |
| Premier and Status Customer Representative | Nov 1999 - Nov 2001 |
| Customer Service Representative | Aug 1999 – Nov 1999 |
| Training and Human Resources clerk | Feb 1998 – Aug 1999 |
| General Banking Clerk | Jun 1997 – Feb 1998 |

Summary of Roles & Responsibilities

- ⇒ Undertaking responsibilities of improving customer processes and procedures for efficient function and ensuring uniformity in the process understanding at all levels.
- ⇒ Preparing reports & other statements with a view to apprise management of customer process operations and assist in decision-making process.
- ⇒ Implementing service standards and guidelines that serve as benchmark for excellent customer service delivery involving setting up of operational goals.
- ⇒ Ensuring that quality of response to customer issues is as per set standards and within the stipulated timelines; conducting process reviews to enable strict adherence to process parameters and systems.
- ⇒ Assisting in developing, implementing and transitioning, customizing processes in line with the guidelines specified by the organization.

- ⇒ Ensuring maximum customer satisfaction by providing them with superior service assistance and achieving delivery and quality service norms.
- ⇒ Managing & monitoring the performance of team to ensure efficiency in customer process operations and meeting of individual & group targets

CONSULTATIVE ASSIGNMENTS

Wataniya Ooredoo Algeria
Consultant - Sales Expert

Dec 2013 - Mar 2014

ACHIEVEMENTS ACROSS CAREER PATH:

- ⇒ Awarded as Best Store Manager for Best Customer Service
- ⇒ Received special recognition award from senior Nawras management team for a successful launch.
- ⇒ Set up a complaint handling procedure that increased customer satisfaction
- ⇒ Focal Point for Stores Department during the launch of WiMax service.
- ⇒ Launched successfully Direct Sales Department
- ⇒ Awarded "Shukran" Award for Best Customer Service in HSBC
- ⇒ Introduced and lead the new concept of Banking in the market " Instore Banking "

EDUCATIONAL CREDENTIALS

High School - Hafz Bin Rashid Secondary School

CERTIFICATIONS

- ⇒ Intensive English Language Course for International Students from University of Pune, India.
- ⇒ English Language Course from the British Council (Oman)
- ⇒ A+ degree in Windows appreciation from Polyglot Institute (Oman)
- ⇒ MS Office, Banking Software
- ⇒ Training in Customer services from Oman Institute of Bankers (Oman)
- ⇒ Training in Putting People First from TMI (Oman)
- ⇒ Training in Direct Sales Team Related Sales Program - HSBC Training center (Dubai)
- ⇒ In-Store Banking Training - HSBC Training Center (Dubai).
- ⇒ Training in Professional Selling Skills - HSBC Training Center (Oman).
- ⇒ Sales and Telecommunication induction program.
- ⇒ Train the Trainer (as a trainer).
- ⇒ Nokia academy course
- ⇒ Leadership and Motivational skills

PERSONAL DOSSIER

Date of Birth: 18th June 1976
Languages Known: Arabic (fluent), English, French (basic), German (basic)
Driving License: Valid Omani
Nationality: Omani