

MOHAMED AZWAN

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PROFESSIONAL SUMMARY

Dynamic and results-oriented professional with over 6 years of experience in enhancing customer satisfaction, driving business growth, and optimizing operational processes. Skilled in leading teams to achieve high-performance outcomes, fostering collaboration, and implementing strategic initiatives. Excellent communicator with strong problem-solving abilities and a commitment to delivering exceptional customer experiences. Seeking to leverage my expertise to contribute to the success of a forward-thinking organization.

WORK EXPERIENCES

Al Anood Trading

Current

Business Development Manager

- Identified and secured new clients to expand the company's customer base.
- Managed social media marketing strategies to enhance brand visibility and engagement.
- Oversaw payment collection and ensured timely deposits.
- Supervised delivery processes to ensure timely and accurate order fulfillment.
- Conducted product quality checks to maintain high standards.
- Monitored overall operations, ensuring smooth coordination across departments.

Theflowershop.ae

2023 – 2024

Relationship Manager

- Cultivated and managed strong relationships with key clients, enhancing customer retention and satisfaction.
- Identified and pursued new business opportunities, increasing sales by 15%.
- Collaborated with internal teams to ensure seamless customer service and on-time delivery of products.
- Analyzed client needs and provided tailored solutions to meet customer expectations.

Dukkantek DMCC

2020 – 2023

Head of Operations (Northern Emirates)

- Spearheaded the operational strategy for the Northern Emirates region, managing a team.
- Optimized operational processes, reducing costs by 10% and improving efficiency.
- Ensured compliance with company policies and local regulations, enhancing operational effectiveness.
- Coordinated with cross-functional teams to streamline inventory management, logistics, and customer service.

Team Leader

- Led a team of 10 customer success executives, achieving a 95% customer satisfaction rate.
- Trained and mentored team members, improving overall performance by 20%.
- Conducted performance reviews and provided actionable feedback for continuous improvement.
- Resolved escalated customer issues, ensuring timely and effective resolutions.

Senior Customer Success Executive

- Managed a portfolio of high-value clients, ensuring excellent service delivery and customer retention.
- Collaborated with sales and product teams to provide clients with tailored solutions.
- Exceeded quarterly targets by 20% through effective relationship management and customer engagement.

Sales & Merchandiser

- Managed product displays and inventory levels to maximize sales opportunities.
- Built strong customer relationships and increased repeat business by 12%.
- Collaborated with suppliers to ensure timely product replenishment.
- Assisted in market analysis to optimize product offerings based on customer preferences.

Friend Corner Resort, Dubai, UAE

2017

Cashier

- Processed transactions efficiently and accurately.
- Balanced cash registers and maintained accurate records of daily transactions.
- Provided excellent customer service, contributing to a positive customer experience.
- Assisted with basic administrative tasks and resolved customer queries.

Suqaseavana Clinic, Sri Lanka

2016

Intern Receptionist

- Greeted and assisted patients, managing the clinic’s front desk operations.
- Scheduled appointments and maintained patient records, ensuring confidentiality and accuracy.
- Handled phone inquiries and coordinated with medical staff for smooth operations.
- Supported the administrative team with day-to-day tasks and patient management.

SKILLS

- | | |
|--|---|
| ✓ Customer Relationship Management (CRM) | ✓ Strategic Planning & Execution |
| ✓ Team Leadership & Development | ✓ Problem-Solving & Conflict Resolution |
| ✓ Sales & Merchandising | ✓ Cross-functional Collaboration |
| ✓ Operations Management | ✓ Inventory & Supply Chain Management |
| ✓ Client Engagement & Retention | ✓ Communication & Interpersonal Skills |

LANGUAGES

- | | |
|-----------|-------------|
| • English | • Malayalam |
| • Sinhala | • Hindi |
| • Tamil | • Arabic |

PERSONAL INFORMATION

- Name : Mohamed Tharik Mohamed Azwan
- Date of Birth : 31 May 1998
- Nationality : Sri Lankan
- Marital Status : Single
- Holding Valid UAE Light Vehicle Driving License

EDUCATIONAL BACKGROUND

- **Diploma in Associate Engineer information**
Tech 2016–2018
E-soft Metro campus. Kandy Sri Lanka
- English Language Diploma.
- Diploma in MS office
- Diploma in Graphics Designing