

MOHANAD YOUSEF



CONTACTS

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KEY SKILLS

- + P & L Management
- + Key Account Management
- + Operations Management
- + Hospitality Management
- + Revenue Optimization
- + Negotiation
- + Customer Service
- + Stock Management
- + People Management
- + Government Liaison
- + PRO Works
- + Administration
- + Channel Development

EDUCATION

Jordan University B.B.A.

Amman, Jordan

Bin Butti Group:

Communication Presentation Skills

Computeach International:

MS Excel, MS Word, MS Powerpoint, MS Access and MS Outlook Course (2003)

PERSONAL INFO

Date of Birth: 27th Feb 1974

Nationality: Jordanian

Visa: Spouse Sponsorship (Transferable)

Driving License: Valid UAE

License from 2001 with own car

Languages: English, Arabic

EXECUTIVE PROFILE

A management professional with over two decades of experience across the maintenance management, hospitality management, services management and waste management sector in the UAE.

Possessing core competencies across the domains of operations management, administration management, government affairs and PRO services, logistics management, HR management, performance management and profitability management. Acknowledged for the ability to form strategic alliances, break into new markets, build exemplary distributor relationships, and ensure overall profitability.

WORK EXPERIENCE

Operation Manager & PRO

July 2019 - July 2022

Cracks & Leaks Technical Services LLC, Dubai-UAE

Key Responsibilities:

- Overseeing a variety of technical services and maintenance work as well as facilities management contracts for a diversified portfolio of clients.
- Retaining key focus on business development, planning, implementing and coordinating sales activities to achieve sales and gross profit margins.
- Locating and proposing potential business deals with clients through prospecting, discovering and exploring opportunities, developing and negotiating contracts in addition to integrating contract requirements with business operations.
- Managing key customer relationships and negotiating customer agreements according to annual operating plans while successfully delivering against the customer's expectations.
- Managing staff performance in compliance with company policies and procedures, recruiting, managing, training and developing the sales team.

Operations Manager

May 2013 - June 2019

Vacation Holiday Homes Rentals, Dubai-UAE

Achievements:

- Accorded full power of attorney on behalf of the company owner for executing all matters pertaining to operations, legal and key commercial decisions of the company on a routine basis.
- Conceived and implemented several innovative plans and services for rental owners and property managers. Grew engagement 150%.
- Played a key role in online reputation management, guest profile history, interactions, pre and post stay information updates. Ensured a 100% satisfaction rate always & Conducted inspections for apartments, managed housekeeping, facilities and maintenance functions, ensuring full compliance to regulatory standards. Got a 5 star rating as well.

> Vacation Holiday Homes Rentals Key Responsibilities:

- Managed a broad mandate spanning across operations management, maintenance and facilities management, PRO work, government liaison, warehouse and inventory management, payroll, HR and administration as well as the training of new joiners.
- Overseeing the entire guest services process from arrival to taking care of special requests, ensuring all facilities were in order and maintaining a high service satisfaction score.
- Working with master aggregators such as AirBnB and Booking.com, and devising novel offers and promotions to both increase occupancy, as well as revenue and customer footfall in both high and low season.
- Performed market and process reviews to ascertain areas for improvement in terms of products and services both internally and when benchmarked against competitors.

Operations & Collections Supervisor

January 2012 - March 2013

Dure Oil Middle East, UAE (Part of Bin Butti Group) Abu Dhabi-UAE

Achievements:

- Achieved a 100% compliance score in terms of waste engine oil collection and dispatch.

Key Responsibilities:

- Collaborated with the Centre of Waste Management authorities, and supervised the collection of waste engine oil across the Emirate of Abu Dhabi.
- Managed all correspondence and logistics for oil barrels and coordinated communications between the Centre of Waste Management and Dure Oil Middle East.
- Administered all elements of the employee lifecycle from recruitment to training and performance management, termination, payroll and final settlement duties.
- Confirmed that all the waste engine oil collected was transported and stored in a manner compliant with local regulations, prior to dispatching it to the final destination.

Restaurant Manager

May 2010 – October 2011

Lebanese Gourmet Restaurant, Dubai-UAE

Achievements:

- Played a key role in making the restaurant a leading entity, got high-degree of customer satisfaction with scores above 90%.

Key Responsibilities:

- Decided on all critical elements pertaining to the restaurant from budgets to staffing, menu programming, financial management and ensuring profitability.
- Managed inventory, ensured exemplary customer service and a world class experience at the restaurant premises.
- Executed all PR and labor relations duties apart from regulations, permission and licensing activities as well as associated renewals.
- Contributed towards the design and delivery of interesting menus, managing catering events, brunch and buffet, in addition to managing inventory. Ensure strict compliance with all service, HACCP, hygiene, and safety standards, employing best practices and driving continuous improvement initiatives.

PRIOR WORK EXPERIENCE

Account Officer & PRO Officer, Dubai Financial Brokerage, Bin Manama Investments Group, Dubai-UAE
March 2007 – May 2010

REFERENCES CAN BE PROVIDED UPON REQUEST