

Operation Manager / Fleet Management

Mohammed Fazal

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Dubai, United Arab Emirates.



Professional Summary

Experienced tour professional with a passion of introducing prominent and exciting attractions to tourists with excellent skills in planning custom itineraries that exceeds expectation of tour groups, and an excellent staff transportation manager.

Profile

- Proven **6+ years of strong experience in Tours & Transport services**, and Coordination with highly reputed companies across India and UAE.
- Excellent in managing fleet vehicles and staff transportation.
- Proven contributions in the areas of sales & marketing, team leadership and customer servicing etc.,
- A key planner and implementer with expertise in establishing & managing entire operations with key focus on bottom line profitability by ensuring optimal utilization of resources.
- Capability to lead, motivate and manage a team of professionals, and deal independently with all kind of clients.


Professional Experience

 **Tour Planner / Deal Consultant** at Mahira tours and travels Pvt. Ltd, India (May 2013 - Dec 2015)

- Headed Mahira tour and travels under as per management direction.
- Utilized different language skills in the associate role.
- Was responsible for the safety and well-being of the tour members and notified affiliated medical staff in the event of an emergency.
- Presented well-coordinated commentary on all points of interest the tours visited.
- Gave guidance on the sightseeing, and shopping options.

 **Operations Incharge** at Arabian Royal Passenger Transport By Rental Buses LLC, Dubai. (Jan 2016 – Dec 2017)

- Manages daily staff transportation pickup and drop for **CITI BANK- UAE**
- Manage tours of both **domestic and international groups**, including all logistical details, such as transportation, lodging, sightseeing, meals, and cargo transport.
- Responsible for planning tours with leaders and giving options of itinerary details based on client budgets and travel destinations.
- Handling sales inquiries over E-mail Communication.

 **Assistant Operations Manager**, Zara Bus Rental, Dubai. Jan- 2018 to Jan-2019.

- Maintaining all vehicle records for vehicle registration, renewal and processing all documents for insurance.
- Assuring the vehicles for passing.

- Everyday follow-up on RTA portal for fines and Salik status.
- Inspecting vehicles of companies on regular basis and preparing vehicle check list every day.
- Maintaining every vehicle records separately and preparing profit loss reports every month end.
- Making best quotes for repairing and insurance claim for walk-in customers as well as clients for vehicle repair and service.
- Managed all travel bookings such as airlines, Hotels, and ground transportation.
- Managed Dubai free Zone (DAFZA) and Jabel Ali free Zone (JAFZA) company's staff transportation.
- Coordinated with clients and prepared quotes for travel according to client requirement.
- Reviewed all client invoices and checked billing for accuracy.
- Provided exceptional customer service to our clients and supported our sales team.
- Tour Document processing (Invoice, Receipt, Vouchers, Program)
- Operations for follow-up from the beginning until the end for all tour programs.
- Processed applications, requests, orders by phone and e-mail
- Formatted daily time management workflow reports.

 **Operations Manager** at Umer Said Passenger Transport LLC. Jan-2019 to till now

- Managed all staff transportation for Etisalat facilities management and Certis guarding service.
- Daily assigning duties for the drivers and supervisors for staff transport for clients.
- Inspect vehicles and drivers and prepare reports.
- Established new clientele for company according to company standards
- Maintain vehicle database and Renewals of Mulkia and Insurance.
- Handle all queries related to vehicle insurance and accidents.
- Making necessary agreements and contracts with clients to avoid RTA fines for staff and labor, and Tourist transportation according to UAE Traffic LAW.
- Making profit loss report for each vehicle.
- Maintaining expense reports and debriefing reports.
- Organized all supplier rates and fare for customers and assisted in picking best one.
- Identified customer complaints and ensured customer satisfaction.

Educational Qualification

 **Bachelor Degree in Electronic and Communication Engineering (2013)**, JNTUH University, HYD, India.

Computer Skills

- M.S Office Suite (Word, Excel, PowerPoint)
- Common Internet and Email Applications
- Managing all required activities related to road transport online with Dubai Police and Dubai RTA portal
- Infos ERP

Personal Information

- Date of Birth : 13-01-1992
- Nationality : Indian
- Visa Status : Residence Visa
- Driving License (UAE) : 3914967
- Languages Known : English, Hindi and Punjabi
- Passport NO. : L6015562