



Farhan Khan

Mob:- (+971) 583029459

Email:- fkhan2757@gmail.com

Add:- Near Talal Market Hor Al Anz Dubai

Personal Information

Nationality:- Indian

Passport:- L3698569

UAE Visa:- Visit Visa (Till 13/05/2022)

Languages:- English, Arabic, Hindi, Urdu

Marital Status:- Unmarried

Core Competencies

In-depth knowledge of conducting daily physical stock inspection.

Strong communication, interpersonal and problem-solving skills.

Energetic, friendly and customer-oriented personality.

Detail oriented with strong clerical and time management skills.

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Technical Knowledge

Two years diploma in electronics from state vocational training institute.

Good Knowledge in HVAC and Home appliances parts.

Profile

Operations Executive with experience of successfully coordinating the activities of various departments concerned with the maintenance, pricing, and distribution of products & services.

Comfortable working with people of all levels and having an excellent commercial approach to solving problems and developing business processes. Having proven people management skills, with the ability to manage performance and motivate staff on an individual and team level. Now looking for a new and challenging managerial or consultancy position, one which will make best use of my existing skills and experience and also further my personal and professional development.

Education

- Post Graduate Diploma in Computer programming from AMU.
- Graduate from MJPRU Bareilly India.
- Certificate in Sales fundamentals from Udemy.
- Certificate in Excel from Udemy.

Experience

Al Khinji Group Doha Qatar (March 2021- to September-2021)

Operations Manager

Planned, directed, and setting the strategic direction of the sales and marketing programs to maximize profit and increase product and brand awareness.

Analyzed and evaluated the effectiveness of sales, methods, costs, and results. Developed and managed sales and marketing budgets, and oversee the development and management of internal operating budgets.

Directly managed major and critical developing client accounts, and coordinate the management of all other accounts.

Established a strong client base, and consistently contributed to sales growth managing wholesale accounts.

Al Rais Group (General Cool) - Doha Qatar (From Jun 2017 – Jun 2019)

Customer service & operations supervisor

Managed a team of approximately 40 workers in a busy work environment. subcontracts can be completed/executed within stipulated time with minimum risk.

Negotiating contracts with subcontractors in compliance with company policy and procedure and by making sure that subcontracts can be completed/executed within stipulated time with minimum risk.

Estimation pricing for maintenance contract and product.

Updated system on daily basis for smooth operations.

Coordinated with call center in order to better serving.

Assigned work to field team as per area to make job easier and get maximum job done.

Personal Skills	
Communication.	Establish and implement departmental policies, goals, objectives, and procedures. Creating, managing and analyzing performance data of workers.
Team Work.	Planned and schedule daily work assignments of various teams of workers. Encouraged and motivated workers to execute the assigned jobs with as per schedule.
Problem- Solving.	Ensuring compliance to all Environmental Health & Safety goals & objectives. Prepared Operations manuals and SOPs to create organized work environment
Organization.	Worked closely with the Customer Service Manager, Operations Manager, HR department and Stores and logistics department.
Sales Oriented.	Analyzed internal issues, bottle necks and made productivity recommendations.
Customer Service oriented.	Oversaw maintenance activities and provided technical assistance as needed. Maintained and prepared monthly reports on equipment conditions/status.
Technical Analysis.	Trained maintenance employees and reviewed safety procedures. Arranged equipment inspections, prepared calibration schedules
Computer Knowledge Excel Word Power point. CRM	Participating in weekly and monthly management meetings.
	Evaluating employee performances individually and as part of assigned group.
	Managing and supervising day to day running of a maintenance workshop.
	Following up with stores and logistics department and arranging spare parts ontime as per requirements.
	Express Cooling (Midea Electronics) - Doha Qatar (From Feb 2014 – Feb2017)
	Sales Executive
	Recognized the needs of customers and providing them excellent service, assisting the Purchased department by giving proper guidelines.
	Resolved Customer complaints.
	Provided customer with product information.
	Clearing valuable shipments both Imports& Exports.
	Prepared all related vouchers & attending phone calls.
	Responsible for handling orders, general customer inquiries.
	Reported to management on daily basis on progress.
	Provided exceptional customer service at all times.
	Regular monitored and analyzed different kinds of tools materials.
	Prepared Purchase Requisition & Issuance form.
	Responsible in Receiving and checking of company materials deliveries, dutiesto check the quantity and quality of Item.
	Delivery Notes, Gate Pass and transmittal from materiel receiving reports.
	Tech-Stack Private Ltd - India (From Jan 2011 – Dec 2013)
	Sales Personal
	Ordered and managed stock; stocked shelves.
	Served and assisted customers on checkouts.
	Answered the phone and helped with queries/complaints, remainingprofessional at all times.
	Helped train new members of staff.
	Notified manager/supervisor of low stock levels in a timely manner.
	Made periodical checks between records and actual stock and investigate anydiscrepancies and report to the Cost Controller immediately.
	Checked the price variance, if there is any difference, discuss with the Cost Control and Purchasing Manager, Re - ordering of all storeroom items on time.
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