



Abrarul Bhamjee



EXPERIENCE

Community Manager Self employed NPO - Johannesburg
03/2023 - Current

- Recruited, trained and managed remote teams of dedicated volunteer team leaders.
- Developed packages of care to meet individual treatment needs of medium-risk and complex clients.
- Maintained organised and accurate case files in compliance with confidentiality laws and data security regulations.
- Employed awareness of current legislation, policies and procedures relating to health, care and social welfare to support decision-making.
- Conducted risk and need assessments, implementing risk management care plans in line with established policies and procedures.
- Managed and adjusted case requirements and treatment plans to meet changing needs.
- Managed patient caseloads to address social work assessments, crisis intervention and care planning.
- Facilitated appropriate whole family assessments to verify appropriate provisions for young people.
- Educated community members and organizations on systemic oppression and challenges related to community resource access.
- Worked with complex childcare cases to identify and address issues of child protection.
- Maintained high-levels of care and support, tracking progress through consultations and therapy session updates.
- Communicated with service users and colleagues, managing highly sensitive information within hostile and emotive environments.
- Provided ongoing client support through email and telephone contact.
- Interviewed individuals to gather case data, assess needs and connect with available community resources.
- Monitored and reported on community sentiment, providing regular updates to senior management on potential issues and opportunities.
- Managed risk assessments and compliance checks, ensuring adherence to legal and regulatory standards within the organisation.
- Analysed community feedback, identifying trends and insights to inform product development and customer service improvements.
- Spearheaded initiatives targeting social isolation, successfully reconnecting hundreds of individuals with community support networks.
- Spearheaded charity initiatives within the community, raising funds and awareness for causes aligned with brand values.
- Advised executives regarding public relations implications of policies, practices and programmes.
- Make referrals to other services as appropriate and manage risk in complex cases where there are issues of safeguarding children.
- Worked with health advocates and interpreters to establish accurate information with people across language barriers.
- Cultivated trusting rapport by displaying in-depth understanding of needs, providing solutions and delivering ongoing support.

CONTACT



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SUMMARY

Skilled Operations Manager talented at improving team performance through innovative management techniques. Offers thoughtful, comprehensive and constructive feedback to staff members to promote productivity and company loyalty.

Communications and relationship management professional with strong background enhancing cross-functional collaboration. Skilled in establishing strong channels of communication between departments.

Dedicated Operations Manager and effective leader who excels at using proven methods and cutting-edge technology to successfully cut costs, streamline operations and increase productivity. Talented executive leader driven to optimise methods and mindsets to exceed objectives. History setting ambitious goals for overall operations. Knowledgeable about regulations and industry best practices.

Results-driven administrative management professional dedicated to continuous improvements. Seeks opportunities to reduce costs, improve efficiency and boost team performance. Knows industry practices and trends and seek opportunities to try new things and enhance results.

Visionary executive with progressive background and record of accomplishment. Brings focus on growth,

Direct Sales Executive Self Employed - Johannesburg

confidence in decision-making and expertise in leading organisations through periods of change and development. Articulate and driven with top strengths in relationship-building, planning and operational problem-solving. Forward-thinking brings proven record of success in exceeding targets to deliver measurable results and substantial improvements. Expert in motivating operational changes to revitalise, revamp and redirect teams. Decisive leader and strategic planner.

Qualified with extensive background in advanced management processes. Utilises superior communication skills to build meaningful, trusting relationships that exceed client demands. Highly skilled project manager with outstanding team leadership abilities to meet targets consistently.

Productive employee with proven track record of successful project management and producing quality outcomes through leadership and team motivation. Works with clients to determine requirements and provide excellent service. Displays outstanding knowledge and practical expertise to provide exceptional all-round service.

Customer-focused manager, successfully contributing to company profits by improving team efficiency and productivity. Skilled at effective negotiations and upselling techniques. Utilises excellent organisational skill to enhance efficiency and lead teams to achieve outstanding sales.

Trustworthy with years of practical experience and dedicated work ethic. Self-motivated to consistently provide first-class results in line with stringent targets and deadlines.

Responsible, passionate about delivering outstanding quality and service. Offering years of experience in industry with history of recognition for performance.

Motivated with years of progressive experience. Energetic self-starter and team builder. Navigates high-stress situations and achieves goals on time and under budget.

Detail-orientated adept at making critical decisions, managing deadlines and conducting team reviews. With expertise in analysis and quantitative problem-solving skills, dedicated to company growth and improvements.

Confident successful at increasing monthly revenue using insightful marketing strategies and aggressive product development. Skilled at understanding customer and employee requests and meeting needs. Further success by strengthening staff training,

01/2022 - Current

- Referenced weekly sales ad and promotional signage to verify and enforce correct pricing.
- Managed customer relationships through consultative sales techniques to attain individual sales goals.
- Participated in continuous product development training to maximise sales potential.
- Liaised with potential customers to determine needs and provide recommendations.
- Planned and coordinated product sales to exceed revenue projections and growth targets.
- Applied processes and systems with proven results to increase customer satisfaction.
- Overhauled lead generation procedures to trigger growth in territory.
- Adapted selling style based on customer profile and requirements.
- Studied competitors to develop innovative selling strategies.
- Stayed aware of updates to competing product lines.
- Retained extensive knowledge of product range to knowledgeably answer customer queries and deliver professional presentations.
- Documented orders and coordinated deliveries, taking into account customer requests.
- Tracked territory sales in computer and monitored trends to keep performance aligned with KPIs.
- Maintained market and competitor awareness through regular research into activities, trends and progress.
- Obtained best prices for commercial deals to maximise profits.
- Collaborated with sales and marketing teams to produce ideas for sales aids, promotions and leaflets.
- Recorded customer reactions, questions and requirements to guide decision-making.
- Monitored market conditions and competitor actions impacting company sales activities.
- Established leads through industry networking events, trade shows and LinkedIn and developed prospects.
- Delivered professional presentations and used optimum sales techniques to consistently meet sales quotas.

Director of Operations Consulting for Various companies - Durban 01/2022 - 02/2023

- Analysed company sales turnover, seeking opportunities for growth through business and partnership developments.
- Worked with innovation and determination to consistently exceed operational efficiency targets.
- Delivered effective customer advocacy through informed, knowledgeable client and contracts management.
- Improved contracts management through regular analysis of performance reporting, enhancing client satisfaction.
- Ensured strict adherence to health and safety regulations, challenging and rectifying unsafe behaviour for optimal compliance.
- Regularly reviewed business performance against company goals, aiding delivery against key financial targets.
- Devised and implemented targeted change programmes, maximising operational opportunities.
- Developed and implemented key operational targets, aiding profitable

streamlining internal systems and facilitating sales techniques.

SKILLS

- Operations Management
- Retail operations
- Security Risk and Forensics
- Marketing
- Project Management
- Training staff
- Achieving targets
- Managing complete operations retail, Sales
- First Responder relating to security
- Coordinated and managed events efficiently
- Crime.Prevention
- Community Helper
- Distaste management responder
- Work with Private, Government officials
- Business performance reviews
- Contractual compliance
- Management system development
- Partnership identification
- Systems implementation
- Multi-unit operations management
- Procedure development
- Performance reporting
- Capital investment planning
- Incident management
- Analytical problem-solving
- Staff retention
- Health and safety compliance
- Operational troubleshooting
- Process improvement
- Client relationship management
- Managed strategic resources efficiently
- Continuous improvements
- Customer advocacy
- Contract performance reporting
- Regulated services leadership
- Regulatory compliance
- Delivery efficiency improvements
- Managed operational functions efficiently
- Critical thinking and analysis
- Community engagement
- Brand awareness development

achievements in line with company strategy.

- Led and inspired high-performing operational teams to deliver outstanding results against KPIs.
- Fostered positive relationships with customers to maximise satisfaction, retention and experience.
- Coached and trained [Number] team members.
- Developed and shared best practices across company to align with objectives and quality standards.
- Oversaw budget, accounting and payroll to meet deadlines.
- Hired and evaluated associates and management staff to add to workforce and meet demands.
- Trained and mentored high-performing team through regular performance reviews, individual feedback and professional coaching.
- Trained employees on optimal processes and use of equipment to boosting department productivity.
- Elevated customer satisfaction ratings by providing speedy resolutions.
- Provided organisational leadership and established business vision to achieve sales, profit and revenue goals.
- Directed day-to-day operations by spearheading implementation of short-term and long-term strategies to achieve business plan and profitability goals.
- Provided leadership to develop business plans and promote organisational vision.
- Implemented operational strategies to build customer loyalty and retention.
- Conferred with board of directors to establish values and mission.
- Analysed strategic, core and support processes to recommend improvements.
- Inspected new products to assess quality and preparedness.
- Mitigated regulatory risks by complying with HMRC and legal requirements.
- Oversaw employee recognition programme to encourage professional development and high performance.

Security Analyst Self Employed - Durban 11/2020 - 09/2021

- Designed, implemented and maintained security systems and controls.
- Audited networks and security systems to identify vulnerabilities.
- Made recommendations to improve security procedures and systems.
- Protected secure data files and regulated access.
- Analysed system risk to identify and implement appropriate security countermeasures.
- Analysed security procedure violations and developed plans to reduce long-term damage and prevent recurrence.
- Researched and designed advanced computer forensic tools.
- Investigated breaches and removed viruses and malware impacting information security and system usability.
- Controlled user access to minimise security risks and track activities.
- Performed regular maintenance and support during out-of-hours to maintain service continuity.
- Tracked key performance indicators to understand systems and proactively manage trends.
- Partnered with security team to identify and validate requirements governing database and networking activities.
- Coordinated database and hardware upgrades through installation, design, testing and deployment.

- Event coordination
- Multimedia content production
- Event planning
- Strategic communication
- Social work
- Community and individual care
- Sensitive information handling
- Reputation management
- Constructive feedback giving
- Counselling
- Justice system
- Adult safeguarding procedures
- Knowledge of regulatory standards
- Child Protection

LANGUAGES

English:

Afrikaans:

Arabic:

- Reviewed events to identify weaknesses and potential solutions to improve security.

Consulting Project Manager Reab Agencies – Cape Town 10/2018 – 06/2020

- Acted as first point of call for queries around deliverables and problem solving to maintain smooth running operations.
- Validated project feasibility by developing Proof of Concept (POC) and service prototypes.
- Achieved desired results by monitoring project progress, anticipating potential bottlenecks and implementing preventative action.
- Oversaw major projects within local region, producing deliverables within agreed timescales and budgets.
- Boosted on-site productivity by implementing strategic process improvements.
- Led project scope development with estimates, budgets and schedules to plan successful projects.
- Acquired thorough understanding of key customer needs and requirements to provide accurate project scope.
- Controlled expenses by improving resource allocation, resulting in improved efficiency and cost-control.

Operations Manager Y Cell (PTY)LTD CELL C Mobile Operator – Johannesburg 07/2003 – 08/2018

- Fostered positive relationships with customers to maximise satisfaction, retention and experience.
- Coached and trained [Number] team members.
- Oversaw budget, accounting and payroll to meet deadlines.
- Exceeded team goals by partnering with staff to share and implement customer service initiatives.
- Streamlined operations to consistently deliver on targets.
- Trained and mentored high-performing team through regular performance reviews, individual feedback and professional coaching.
- Trained employees on optimal processes and use of equipment to boosting department productivity.
- Developed and shared best practices across company to align with objectives and quality standards.
- Provided organisational leadership and established business vision to achieve sales, profit and revenue goals.
- Elevated customer satisfaction ratings by providing speedy resolutions.
- Directed day-to-day operations by spearheading implementation of short-term and long-term strategies to achieve business plan and profitability goals.
- Analysed customer data to identify opportunities and improve relationships.
- Hired and evaluated associates and management staff to add to workforce and meet demands.
- Conferred with board of directors to establish values and mission.
- Inspected new products to assess quality and preparedness.
- Mitigated regulatory risks by complying with HMRC and legal requirements.
- Provided leadership to develop business plans and promote organisational vision.
- Analysed strategic, core and support processes to recommend improvements.
- Implemented operational strategies to build customer loyalty and retention.

- Oversaw employee recognition programme to encourage professional development and high performance.

■ **Area Manager** Hagen Dazs - Johannesburg
03/2004 - 06/2005

- Led, trained and coached employees to consistently meet and exceed target KPIs.
- Promoted positive customer service experience by promptly resolving conflicts.
- Monitored and responded to competitor activity to stay ahead of marketplace trends.
- Maintained positive, professional working environment to optimise staff and customer satisfaction.
- Supervised and delegated tasks to employees to meet key productivity targets.
- Coached and mentored junior team members, regularly assessing knowledge and skills gaps and implementing corrective action.
- Monitored staff performance, continually seeking ways to improve team delivery for optimised financial success.
- Generated strategic weekly Key Performance Indicator (KPI) targets, motivating and incentivising staff to continually achieve and exceed expectation.
- Evaluated market conditions and competitor actions to develop successful marketing strategies.
- Achieved management objectives, consistently hitting deadlines and performance targets.
- Evaluated employee skills and optimised assignments to best use individual talents and knowledge.
- Supervised and mentored junior team members, providing detailed instructions and guidance to maximise team efficiency.
- Established monthly goals, communicating priorities to staff and closely tracking progress to achieve success.
- Managed calendar to schedule employee shifts, maintaining organised operations and complete staff.
- Employed outstanding communication and relationship-building abilities to lead by example in providing first-class customer care.
- Led recruitment, hiring and onboarding activities, training new joiners in operational processes and conducting probationary performance reviews.
- Coordinated smooth onboarding for new staff with related training and documentation.
- Led monthly staff meetings for team to communicate updates, process improvements and shifting business priorities.
- Taught employees how to best serve customers and enforced standards to build brand loyalty.
- Encouraged staff to learn and develop new skills to meet individual and team goals.

■ **Warehouse and Logistics Manager** West End Cycles & Telecoms - Johannesburg
03/2002 - 03/2003

- Inspired and motivated warehouse teams in operational improvement, increasing team efficiency.
- Regularly tracked stock levels, promptly ordering low-stock items to maintain operational readiness.
- Dispatched and assessed product quality, achieving outstanding customer

satisfaction.

- Monitored and ensured team compliance with company regulations and procedures.
- Mentored and developed team members in picking techniques, optimising overall team performance.
- Performed daily inspection of warehouse grounds for security and safety.
- Tracked fuel, storage and maintenance expenses to remain within set quarterly budgets.
- Oversaw relevant vehicle safety checks and documentation to report defects promptly.
- Performed disciplinary and grievance interviews or investigations in line with company policies to prevent escalations.
- Enforced correct procedures concerning paperwork dispatch and cash collection to avoid customer complaints.
- Loaded and unloaded truck deliveries using stock systems to process and arrange orders.
- Maximised sales and margin potential in line with business objectives to control all aspects of operation.
- Tracked inventory levels and optimised ordering strategies to meet availability needs whilst maintaining budget goals.
- Reordered and restocked at optimal times using data to record movement of goods.
- Despatched transport personnel and vehicles to fulfill resupply requirements.
- Recorded purchases and supply movements to maintain accurate records.
- Met supply requirements by strengthening inventory systems.
- Directed daily operations to achieve maximum efficiency and productivity.
- Controlled expenditures by championing efficient use of resources.
- Maintained required inventory levels at minimal cost.
- Implemented product storage and flow strategies for minimal delays in fulfilling demand.
- Liaised with suppliers and customers on distribution of outward goods.
- Managed fleet of [Number] vehicles, planning routes and timings to maximise adherence to schedule.
- Scheduled transportation of outgoing goods to meet customer requirements.
- Negotiated contracts with suppliers to establish quality, cost and delivery requirements.
- Developed strategies to maintain required stock levels at minimum cost.
- Formulated operational and administrative procedures to streamline processes.
- Created purchasing and distribution strategies in line with wider business goals.

■ **Senior Store Manager** Scooters Pizza – Johannesburg 01/2001 – 02/2002

- Oversaw implementation of automated and self-service checkouts to reduce customer payment wait times.
- Provided 1:1 supervision and mentoring floor supervisors to accelerate their professional development.
- Oversaw recruitment strategy for peak trade periods, ensuring new employees were adequately trained in customer service principles and product knowledge.
- Met with senior management and executives and presented outline of annual sales strategy.
- Organised and managed inventory storage, delivery and personnel allocation.

- Outlined staff training and development programmes, targeting problem areas in sales and customer service standards.
- Managed a diverse team of sales and customer service staff, driving individual performance through KPIs and performance reviews.
- Led meetings with whole store staff, using exceptional communication skills to align staff responsibilities with store objectives.
- Cultivated a positive work environment by delivering employee career progression pathways, incentive schemes and sales bonus structure.
- Created visually appealing storefront and window designs to increase foot traffic and display new products.
- Improved store ranking by identifying performance gaps.
- Hired and trained employees to deliver store goals.
- Performed key-holding duties by managing cash drawers, site security and timely opening and closing.
- Prioritised in-store sanitation, safety and health by raising standards and conducting regular inspections.
- Developed new promotions and product lines to exceed sales targets.
- Delegated work based on sales targets and individual employee strengths.
- Facilitated positive purchasing decisions by sharing product knowledge with customers and making personal recommendations.
- Led branch to achieve maximum sales within territory, exceeding revenue forecasts.
- Managed sales records, reconciled cash and made bank deposits while performing store opening and closing duties.
- Trained and supervised team to deliver on store sales targets.
- Prepared sales reports and reconciled accounts with strong finance management skills.
- Briefed team on product and promotion changes to support upselling.
- Resolved complex customer enquiries, disputes and complaints.
- Managed cash and reconciled tills with rigorous security measures.
- Oversaw stocktakes to achieve accurate inventory and pricing.
- Delivered quality service with friendly and professional demeanour.
- Oversaw processing and organisation of incoming shipments.
- Taught staff to deliver outstanding customer service through strong training programs and ongoing mentoring.



CERTIFICATIONS

- Level Grade A PSIRA
- Security certified
- Rewards of Excellence
- Top achiever
- International training certificate
- Samsung Awards
- Community Acknowledgment
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EDUCATION

Certificate of Higher Education: Business Management
College Campus - Johannesburg

- Business Management
- Security and Risk Management
- HR
- Retail operations
- Sales and Merchandising
- Project Management

Grade 10: Schooling

Lenasia Secondary - Lenasia, Johannesburg



LANGUAGES

1,A1,3,B1