

ALI RAZA KHALID MAHMOUD



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Dubai- United Arab Emirates



SUMMARY

Dynamic professional with a proven track record at Union Coop, adept in strategic planning and customer relations. Excelled in contract negotiation and fostering team collaboration, achieving a positive 95% client feedback score. Skilled in transforming challenges into solutions, enhancing business development and operational efficiency.

WORK EXPERIENCE

Assistant Operation Manager: Blush Moments Trading LLC Dubai-UAE (2024 – 2025)

- Find out the best business places for organizing events for the company and clients.
- Meeting with the clients and discussing the needs and maintaining the long business relationship.
- Collaborate with the venues and vendors for Organizing and managing the multiple events.
- Attending and monitoring activities to ensure client satisfaction.
- Supervise and coordinate the work of operational staff to meet objectives.
- Implement process improvements to enhance operational efficiency.
- Assist in budget planning and cost control measures.
- Maintain records and prepare reports on operational performance.
- Ensure the project has completed within time frame and budget.
- Ensure compliance with safety and regulatory standards.

Client Relationship Manager: Union Coop Dubai-UAE (2020 - 2024)

- Conducted regular follow-up calls with existing customers regarding their service needs.
- Built a successful network of contacts in the industry, resulting in increased business opportunities.
- Identified new business opportunities by proactively engaging with prospects.
- Collaborated with internal teams to identify areas of improvement for client experience.
- Implemented proactive strategies for long-term relationship management with clients.
- Coordinated with other departments to facilitate smooth onboarding processes for new clients.
- Evaluated customer feedback and implemented changes to improve services and products.
- Mediated communications between company leadership and clients by addressing complaints and issues from both sides.
- Communicated with passion and consideration to inspire confidence in client relationships.
- Assisted in the development of marketing materials tailored towards specific customer segments.
- Resolved customer queries efficiently, responding promptly and professionally to inquiries.
- Monitored competitor activities to stay ahead of the competition in terms of client engagement.
- Provided client-focused solutions to complex problems, ensuring customer retention and loyalty.
- Verified existing client satisfaction by performing after-sales care responsibilities.
- Identified suitable commercial entities for pursuing client relationships.
- Researched industry trends to provide colleagues with advice on client strategy opportunities.
- Conducted meetings with clients to highlight solutions and reinforcing organizational regard.
- Prepared budgets and approved budget expenditures.

Interior Fit out and Contracts Executive: Union Coop Dubai - UAE (2012 - 2020)

- Provide tenants with comprehensive AutoCAD, key plans files and standardized design guidelines.
- Respond effectively to the Clients and contractors to prepare the design according to guideline.
- Review, approve, and ensure compliance of shop and kiosk designs with established guidelines.
- Proactively engage with all internal and external stakeholders throughout the fit-out project lifecycle. Ensuring effective communication, streamlined processes, and successful project delivery.
- Provide (NOC) from relevant Govt. Authorities, including DM, DCD, DED, DIEZ, POLICE etc.
- Provide regular updates to the Properties and Projects Team regarding the status of approvals and project progress, ensuring timely completion and handover to tenants.
- Conduct thorough final assessments of units prior to handover, ensuring all client requirements and standards are met.
- Evaluated client needs and developed tailored solutions to increase positive customer ratings.
- Spearheaded a team (Fire prevention, HVAC Maintenance, Refrigeration, Chillers, Elevators, Travelators, MBS maintenance), fostering a culture of continuous improvement and operational excellence, improving service.
- Provide technical team support to the customers as per the retail lease area site conditions.
- Arrange temporary facilities to the tenants, like Electricity, Water Supply until they get Govt connections at site.
- Ensure the timely renewal and initiation of all Mechanical Annual Maintenance Contracts (AMC's) without any delay.

Administrative Officer: Cool Valley Refri. System L.L.C. Dubai - UAE (2011 – 2012)

- Oversaw office inventory activities by ordering and requisitions and stocking.
- Managed files and records for clients and adhered to safety procedures to prevent breaches and data misuse.
- Created, prepared, and delivered reports to various departments.
- Updated reports, managed accounts, and generated reports for company database.
- Keep update Clients Agreements and ensure all the renewed in time.
- Answered and managed incoming and outgoing calls while recording accurate messages for distribution to office staff.
- Increased customer service success rates by quickly resolving issues.
- Completed daily logs for management review.

Administrative Officer: A.A.A. Transportation LLC Dammam - KSA (2003 -2006)

- Oversaw office inventory activities by ordering and requisitions and stocking and shipment receiving.
- Managed files and records for clients and adhered to safety procedures to prevent breaches.
- Created, prepared, and delivered reports to various departments and update the records.
- Updated reports, managed accounts, and generated reports for company database.
- Keep update Clients Agreements and ensure all the renewed in time.
- Answered and managed incoming and outgoing calls while recording accurate messages for distribution to office staff.
- Increased customer service success rates by quickly resolving issues.

SKILLS

Tenants Relationship Management | Contracts Management | Facilities Management | Negotiation
Vendor Management | Strategic planning | Business development | AutoCAD Basic Knowledge
Team collaboration | Time management abilities | Problem-solving abilities | Interpersonal skills

EDUCATION

Bachelor of Art 1999- 2001

- Bahauddin Zakariya University Multan- Pakistan

Diploma in Business Administration 1997-1999

- Punjab Board of Technical Education. Lahore Pakistan

CERTIFICATES

- Diploma of Computer Application
- Advance Excel Training
- Data Classification and Breach Prevention
- Restricted Intelligence

AWARDED

- Union Coop Management awarded an employee of the year in the year 2015
- Dedication to assigned tasks and professionalism resulted in another achievement for employee of the month in April 2023.
- 10 Years Long Term Service Awarded by the Union Coop.

LANGUAGE

- English
- Arabic
- Urdu
- Punjabi

HOBBIES

- Cricket
- Badminton