

Khan Faizuddin Ahmed



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Professional Summary

Results-driven operations and retail management professional with 4+ years of experience in business center operations, retail management, and customer service. Adept at process optimization, client relationship management, financial oversight, and team leadership. Proven ability to streamline operations, enhance customer satisfaction, and drive business growth. Skilled in inventory control, financial reporting, event coordination, and CRM software.

Key Skills & Competencies

- Operations & Facility Management
- Client Relationship Management
- Team Leadership & Training
- Financial Reporting & Budgeting
- Process Improvement & Optimization
- Retail & Business Center Operations
- Inventory Control (FIFO & FEFO)
- Event Planning & Coordination
- Customer Service Excellence
- Sales & Revenue Growth
- Microsoft Office (Excel, Word, PowerPoint)
- SAP-MM & CRM Software

Professional Experience

Operations Executive

❖ 📌 Royal Class Group, Dubai, UAE | June 2023 – Present

- Manage daily operations of a 300 Plus offices business center, ensuring smooth workflow, cleanliness, and maintenance.

- Oversee client relationship management, addressing inquiries, resolving concerns, and ensuring high satisfaction levels.
- Supervise administrative tasks, including billing, scheduling, and resource management to optimize efficiency.
- Train and mentor support staff to maintain high service standards and operational excellence.
- Lead financial operations, including budgeting, expense tracking, and cost-saving initiatives.
- Drive client acquisition strategies by promoting business center services and maintaining occupancy rates.
- Plan and execute corporate events, meetings, and networking conferences to enhance business visibility.

Key Achievements:

- Reduced operational costs by 10% through process optimization and resource management.
- Improved customer retention by 15% by implementing personalized service strategies.
- Enhanced operational efficiency by introducing a streamlined scheduling and task allocation system.

Assistant Store Manager

❖ Reliance Retail Ltd., India | May 2019 – Nov 2022

- Supervised store operations and team performance to ensure compliance with company standards and sales targets.
- Managed a team of 25+ sales associates, optimizing staff allocation for peak efficiency.
- Led customer service initiatives, resolving complaints, and enhancing in-store experience.
- Controlled inventory by implementing FIFO & FEFO strategies, reducing wastage and stockouts.
- Provided sales training and mentorship to employees, improving product knowledge and service delivery.
- Analyzed financial performance, tracking expenses and maximizing profit margins.

Key Achievements:

- Increased sales by 20% by executing targeted marketing and team performance strategies.
- Reduced inventory shortages by 15% through improved stock management and forecasting.
- Developed a high-performing team, improving employee retention and productivity.

Education

- B.Sc. in Hotel Management & Catering Technology – Mahatma Gandhi Mission's Institute of Hotel Management, Aurangabad (2017-2020)
- Higher Secondary Certificate (HSC) – Maulana Azad College, Aurangabad (2013-2015)
- Secondary School Certificate (SSC) – Burhani National English High School, Aurangabad (2012-2013)

Certifications & Technical Proficiency

- MS-CIT (Maharashtra State Certificate in Information Technology)
- SAP-MM Module
- Business Center CRM Software
- Opera & IDS Hotel Software

Languages

- English – Fluent
- Hindi – Fluent
- Marathi – Intermediate