



AMEEN MOIDEEN

CUSTOMER SERVICE +
OPERATIONS MANAGEMENT +
SERVICE EXCELLENCE + BUSINESS
DEVELOPMENT

Email:

ameencm@gmail.com

Mobile:

+971561078651

PERSONAL INFO

Date of Birth: 11th Feb 1986

Nationality: Indian

Languages: English, Hindi,
Malayalam & Arabic (Beginner)

KEY SKILLS

Operations Management

Trip Planning

Logistics Management

Staff Training

Customer Service

Sales and Marketing

Client Development

Key Account Management

Commercial Support

Contracts Management

Negotiation

EDUCATION

Kannur University, India

MBA, Marketing & Finance
(2011)

Mangalore University, India

Bachelor of Business
Management (2008)

EXECUTIVE PROFILE

A management professional with 9+ years of work experience in operations management, service excellence, transportation, sales & marketing, business development, and service support across the transportation and logistics sector. Key strengths include supporting the business from a strategic as well as operational perspective.

WORK EXPERIENCE

Operations Manager June 2018 – March 2020

Matrix Luxury Motor Vehicles Services LLC, UAE

Achievements:

- Involved in market study and prepared plans for profit maximization. Several of these were implemented and later led to the firm generating profits.
- Adeptly planned all routes and logistics to ensure no idle capacity and best utilization of fleet.
- Trained subordinates and ensured they were most professional in terms of service.

Key Responsibilities:

- Handling a team of 10 operations and 2 maintenance personnel and a portfolio of 100+ clients.
- Overseeing customer service and transport coordination functions, with special focus on hotel and airport operations.
- Managing all resources under purview, scheduling work allocation and resolving all conflicts and escalations proactively.
- Liaising with all sales staff and tracking the daily achievement of targets assigned as well as tasks.
- Preparing and monitoring all invoices, LPO's and quotations received and prepared by the sales team, managing the client life cycle and responding to different queries as applicable.
- Observing the fleet via GPS navigation systems and ensuring smooth logistical flow.
- Helping in developing and maintaining company database of customers & suppliers.
- Discussing the progress report with the Director and taking care of areas needing remedial action.
- Employee selection and handling the grievances.

Transport Operations Supervisor February 2013 – May 2018

Ahdab International Luxury Transport LLC, UAE

Key Responsibilities:

- Ensure implementation of day to day activities.
- Supervise and monitor fleet operations.
- Answering customer queries and arranging transportation as per the requirement.
- Handling customer complaints and resolution.
- Customer handling through emails and calls.
- Make sure to deliver better customer service.
- Maintain a database of fleet and driver information.
- Make route plan as per customer itinerary and make sure to deliver the service without any fault.
- Assist with vehicle purchases and replacements.
- Schedule fleet maintenance and repairs.
- Managing Drivers so that they adhere to strict schedules.

- Drew up and entered into rent a car and long-term lease agreements with clients, in addition to maintaining the company database of customers & suppliers.
- Collection of payments from companies and kept tabs on the status of accounts receivable in line with the company's credit policy.

Business Development Executive September 2011 – December 2012

V4C (HR Outsourcing), Mumbai, India

Key Responsibilities:

- Mapped tracking of vacancies based on the manpower planning and budgeting, prepared target list of companies to source candidates and performed extensive profile search from job boards, database, employee references, consultants, advertisements.
- Undertook cold calling to headhunt suitable candidates, posted jobs, and managed job posting responses.
- Prepared position dossiers to be sent to candidates, performed database management to track candidate records and inducting and training new entrants into the system.
- Handled end - to - end recruitment for all levels of employees across all brands.
- Analyzed local market trends and competitor activity to identify business leads, developed and implemented creative local marketing channels and avenues for business growth.
- Worked on brand development and regional expansion initiatives to increase brand recall and awareness across target client groups and engaging in strategic alliances to grow the business.

REFERENCES CAN BE PROVIDED UPON REQUEST