



## AMEEN MOIDEEN

CUSTOMER SERVICE +  
OPERATIONS MANAGEMENT +  
SERVICE EXCELLENCE + BUSINESS  
DEVELOPMENT

**Email:**

ameencm@gmail.com

**Mobile:**

+971561078651

### PERSONAL INFO

**Date of Birth:** 11<sup>th</sup> 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**