



Mahmood Yusuf Ahmed

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A Bahraini national, holding double major Bachelors in International Business and in Economics from Nanjing University of aeronautics and astronautics (2015) Nanjing, China. Takes pride in doing accurate quality work. Highly motivated and strong teamwork skills and recognized leadership ability. Well organized work style with strong attention to details.

WORK EXPERIENCE

Copy Express

07.2014 — 10.2014

Office Director

1. Overseeing the company's business operations, financial performance, investments, and ventures.
2. Supervising, guiding, and delegating executives in their duties.
3. Ensuring company policies and legal guidelines are clearly communicated.
4. Assessing, managing, and resolving problematic developments and situations.
5. Building and enhancing the company's public profile at events, speaking engagements, etc.

ART Rotana Amwaj Islands

11.2015 — 12.2017

Recreation Supervisor

1. Develop, plan, organize, implement, and evaluate a variety of community services and recreation programs, including special events and contract services.
2. Establish schedules and methods for providing recreation services; identify resource needs; review needs with appropriate management staff; allocate resources accordingly.
3. Participate in the development of goals and objectives as well as policies and procedures; make recommendations for changes and improvements to existing standards, policies, and procedures; participate in the implementation of approved policies and procedures; monitor work activities to ensure compliance with established policies and procedures.
4. Prepare community event and recreation publicity; coordinate referral systems and the publication of seasonal brochures; coordinate the dissemination of recreation and community service publicity.
5. Identify community needs and recommend appropriate programs related to area of assignment.
6. Prepare periodic reports; maintain files and records.
7. Conduct and supervise special events; develop contracts and hire contracted instructors.

8. Maintain and design the online recreation registration program; process reservation requests for City parks and other City-owned facilities.
9. Serve as staff liaison on various City recreation or community related committees and subcommittees as assigned by the department director.
10. Prepare purchase requisitions; order supplies and materials.
11. Participate in the selection of part-time recreation staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
12. Participate in the preparation and administration of the recreation program budget; submit budget recommendations; monitor expenditures.
13. Respond to complaints and requests for information.
14. Coordinate community services activity programs with other City departments, divisions, outside agencies, and service providers.

BMMI Group

12.2017 — 08.2019

Customer Service Supervisor

1. Overseeing and assessing customer service staff activities, and providing them with regular performance-related feedback.
2. Strategizing and monitoring daily activities of customer service operation.
3. Assisting customer service staff with duties where required.
4. Training staff in areas of customer service and company policies.
5. Managing cashier coverage and customer flow to ensure proficient customer service.
6. Monitoring and authenticating returns, exchanges and voids.
7. Investigating and solving customer service complaints.
8. Assisting with development and implementation of service policies, and explaining these to staff and customers.
9. Maintaining documentation pertaining to customer service department activities.
10. Performing additional duties where needed.

WOW Pay Network Technology Co.

08.2019 — 04.2020

Business Development Executive

1. Work with management to develop and implement business development strategy for a defined territory.
2. Coordinate with management and clients to identify business development opportunities with existing and new clients.
3. Work with the team to achieve short- and long-term revenue and profit growth.
4. Update and maintain customer information database on regular basis.
5. Participate in meetings to report business prospect and status updates to management and clients.
6. Write bids, proposals, brochures and various other business informational letters.
7. Guide, train and motivate sales team to meet or exceed the sales performance targets.
8. Travel to customer sites and tradeshows to promote company's products and services.
9. Attend client conferences and meetings in order to network with new and existing contacts.
10. Establish strong customer relationship by providing accurate and timely information to customers regarding inquiries such as products, pricing, quotes and issues/concerns.

11. Assist marketing team in development of advertising and promotional programs, telemarketing plans and trade shows.

QUALIFICATIONS

International Business And Economics 09.2011 — 07.2015

Nanjing University Of Aeronautics And Astronautics. Republic Of China

1. The Major in International Business and Economics with solid skills in the different business areas of economics, finance, accounting, management, and marketing. This degree also enables to focus on the international dimensions of product and resource markets and international business practices. This study also help to have knowledge and understanding about cultures, customs, geography, politics, and languages.
2. Best academic progress of the year (2014) award for achievement. - University Of Nanjing University of Aeronautics and Astronautics.
3. Customer Service Course - Yellow Hat Training Center.
4. Leadership Course - Yellow Hat Training Center.
5. Team management course – Yellow Hat Training Center.

LANGUAGES

1. Arabic (native)
2. English (fluent)
3. Chinese Mandarin (beginner)
4. Thai (intermediate)

References available upon request.