



MOHAMMED ALRAMADHAN

PROFESSIONAL PROFILE

Experienced shift supervisor with a proven track record in operational management, team leadership, and customer relations. Skilled in supervising staff to achieve organizational goals, ensuring adherence to company policies, and delivering high-quality service standards. Demonstrates expertise in training and mentoring employees, managing schedules, and resolving conflicts effectively. Previous roles include business development coordination in the insurance sector and property consultancy, showcasing strong communication, problem-solving, and client engagement abilities. Proficient in Microsoft Office with a career focus on enhancing operational efficiency and fostering exceptional customer experiences.

Kingdom Of Bahrain

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EDUCATION

Bachelors Of Science in Business Informatics (BSBI),

AMA International University, Kingdom of Bahrain, April 2010

Diploma Of Science in Business Informatics,

AMA International University, Kingdom of Bahrain, 2008

High School Diploma, Scientific Stream, Isa Town Secondary School, June 2006

SKILLS

- Communication
- Team Work
- Problem Solving
- Microsoft office
- Leadership
- Time Management
- Decision making
- Staff management

LANGUAGES

- ARABIC
- ENGLISH

WORK EXPERIENCE

SHIFT SUPERVISOR – EXPAT SERVICES CENTER JULY 2016 – CURRENT

Labour Market Regulatory Authority – Kingdom of Bahrain

- Direct and supervise staff members to achieve operational goals.
- Ensure staff are following company policies and procedures.
- Provide training to new employees and ongoing support to existing staff to improve skills and performance.
- Create and manage staff schedules, ensuring adequate coverage for all shifts.
- Monitor and uphold the quality of service, ensuring they meet the company's standards.
- Handle expat inquiries and complaints.
- Handle any disputes or conflicts among team members in a professional manner.

COORDINATOR – BUSINESS DEVELOPMENT JUN 2012 – APR 2016

Solidarity Insurance Bahrain B.S.C. – Kingdom of Bahrain

- Issue insurance policies (e.g., motor policy, travel policy, Fire).
- Attend to customers' claims for motor accidents.
- Handling the daily branch collections.
- Answering customer's enquiries.
- Transferring ownership of vehicles.
- Survey vehicles.

PROPERTY CONSULTANT APR 2010 – MAY 2012

Property One Investment Co. – Kingdom of Bahrain

- *Maintaining in depth knowledge of the local property market.*
- *Listing new properties and maintaining property updates on the company's property portal.*
- *Promoting listed properties on company website, and social media.*
- *Meeting clients and escorting them around properties.*
- *Preparing all transaction necessary documentation including tenancy and sales contracts.*
- *Generating and handling the day-to-day property inquiries.*
- *Participating in property valuations and appraisal.*