

Ramez Taisir Ghader

Kingdom of Bahrain

Mobile: +973 33421666

Email: hr.ghader@gmail.com

LinkedIn: <https://www.linkedin.com/in/Ramezghader/>



PROFESSIONAL SUMMARY

I have over 15 years' experience in management, operations, property management, hospitality, maintenance engineering, civil work, and landscaping. I'm a full-time professional seeking a role where I can contribute meaningfully using my diverse experience to support organizational growth.

PROFESSIONAL PROFILE

- A Management Graduate with comprehensive experience across projects management, public relations, product and brand management, sales, civil work, retail operations, marketing, strategic communications, vendor management, and negotiation.
- Successful record in handling distributors, hypermarkets, and market dealers across GCC countries.
- Skilled at market trend analysis, developing sales strategies, and exploring new markets to accelerate growth.
- Strong team leadership, communication, and relationship management abilities.

CORE COMPETENCIES

Distribution Operations

Driving team initiatives to achieve business goals & managing the frontline team to achieve them.

Providing guidance and support to the front-line team through target setting and reviewing measures.

Business Development

Evolving market segmentation & penetration strategies to achieve targets.

Identifying key/institutional accounts and strategically secure profitable business.

Ensuring maximum management satisfaction by providing pre/post assistance and achieving delivery and quality norms.

Channel & Partners Management

Identifying and networking with financially strong and reliable channel partners, resulting in deeper market penetration and reach.

CAREER HIGHLIGHTS

2024 – 2025 – Jaber House of Investment – La Gardenia Mall, Bahrain – Property Manager

1. Overall, Mall Operations

- Oversee the daily operations of the entire mall.
- Ensure all facilities, utilities, and systems are functioning efficiently.

2. Tenant Relations

- Serve as the main point of contact between mall management and tenants.
- Handle tenant concerns, complaints, and requests.
- Monitor tenant compliance with lease agreements and mall policies.

3. Leasing & Occupancy Management

- Coordinate with the leasing team to attract and retain tenants.
- Monitor occupancy rates and manage renewals or terminations.

4. Facility Maintenance & Security

- Ensure the cleanliness, safety, and security of the mall premises.
- Coordinate with maintenance and security teams for proper service delivery.
- Respond promptly to emergencies or maintenance issues.

5. Marketing & Promotions

- Collaborate with marketing teams to plan events, seasonal campaigns, and promotional activities.
- Boost foot traffic and tenant visibility through strategic marketing.

6. Financial Oversight

- Monitor operational budgets and expenses.
- Approve vendor payments and maintenance costs.
- Analyze revenue streams such as rent, parking, and advertising.

7. Staff Management

- Supervise mall staff including maintenance, cleaning, administration, and security teams.
- Conduct training, scheduling, and performance reviews.

8. Customer Experience

- Enhance the shopping experience for visitors.
- Address customer feedback and implement improvements based on insights.

9. Legal & Regulatory Compliance

- Ensure compliance with local laws, safety codes, and regulations.

- Coordinate with legal teams on contracts, insurance, and permits.

10. Reporting & Communication

- Prepare regular reports on mall performance, incidents, and occupancy.
- Communicate updates to property owners, investors, or head office.

2022 – 2024 – Nordic Holding – Resorts and Hotels, Bahrain – Property Manager

- the daily operation of the property and monitors the work completed by property staff.
- Monitored and processes rent collections.
- Implemented follow-through with delinquent account procedures, including evictions and bad debt write-offs.
- Monitored, and maintained an accurate waitlist for apartments in accordance with governing regulations verifications.
- Prepared annual budget for CEO review.
- Monitored expenditures to keep in compliance with established budget.
- Prepared monthly financial and reports to management.
- Maintained petty cash account and performed monthly reconciliation.
- Assist finance Director with capital planning for the properties.
- Completely weekly, monthly, quarterly, and year-end reports, as required.
- Issues purchase orders as required for review and approval of CEO.
- Approves accounts payable vouchers for payment weekly.
- Coordinated and monitored apartments & villas make-ready procedures.
- Maintained professional and positive relationships with agencies, owners/boards, and public officials.
- Attend owner/board meetings, as required.
- Marketing and leasing properties according to Company policies and applicable state and federal laws.
- Development marketing program monitoring trends in the market and determining.
- preparing advertising copies for newspapers and other media and maintains advertising log.

2021 – 2022 – The Grove Hotel & Resort, Bahrain – Duty Manager

- Identify and evaluate specific new profitable business opportunities.
- Achieve own sales target and lead team to achieve team target and/or overall company target.
- Initiate and complete proposals and presentations for new business opportunities.
- Work with internal teams to deliver outstanding presentations to capture profitable business opportunities.
- To maintain an excellent Company relationship with existing and potential customers.
- Managing the sales, marketing, and distribution operations and accountable for increasing sales growth.
- Driving sales initiatives to achieve business goals & managing the frontline sales team to achieve them.
- Identifying and networking with financially strong and reliable channel partners, resulting in deeper market penetration and reach.
- Implementing sales promotional activities as a part of brand building and market development effort.
- Evaluating performance & monitoring key accounts sales and marketing activities.
- Consistently exceeding targets, with almost 17% overachieved, 2020, And 2% YTD 2022, increase distribution 20%, manage to teach the team by coaching them on daily basis.

2019 – 2021 – Sham Jewelry, Bahrain – Shop Manager

○ Daily Operations Management

Oversee day-to-day store activities and ensure smooth operations.

Monitor inventory levels, order stock, and manage deliveries.

○ Staff Supervision

Hire, train, and supervise sales staff.

Schedule shifts and ensure adequate staff coverage.

Motivate the team and handle performance reviews.

○ Customer Service

Ensure high standards of customer satisfaction.

Handle customer inquiries, complaints, and returns professionally.

○ Sales & Profitability

Set and achieve sales targets.

○ Monitor KPIs (e.g. conversion rate, average transaction value).

Implement promotions and suggest upselling strategies.

- **Visual Merchandising**

Ensure the store layout and displays are attractive and up to date.

Maintain cleanliness and organization of the store.

- **Reporting & Documentation**

Maintain records of sales, expenses, and inventory.

Report to mall management or company HQ as required.

- **Compliance & Security**

Ensure the store complies with health, safety, and legal regulations.

Monitor loss prevention and security measures.

- **Maintenance Coordination**

Report and follow up on any facility or equipment issues.

Coordinate with contractors or mall management if needed.

- **Customer Relationship Management**

Build relationships with regular customers.

Maintain client databases and loyalty programs if applicable.

- **Marketing Support**

Coordinate with the marketing team or mall events.

2016 – 2019 – Hani Royal Suite, Bahrain – Assistant Manager

- Inspecting guest rooms, public areas, and hotel grounds
- Ensuring the hotel's guest service, housekeeping, and decor are in line with company standards.
- Answering questions from guests
- Monitoring the hotel's budget for profits and losses
- Interviewing, hiring, training, and firing employees as needed.
- Monitoring staff performance and providing feedback to ensure the hotel runs smoothly.
- Resolving problems in a timely manner
- Setting room rates
- Allocating funding to departments

2007 – 2016 – Future Exhibitions & Conferences – Project Manager & PR Manager

- I'm looking for the sales plan, marketing plan, and customer service plan (Kingdom wide). Also plan how to achieve the targets compared with competitors also looking for stock loss, stock take (inventory), recruitment suitable plans to achieve company targets always looking for the best results and company benefits. PLUS, Marketing activities.
- Distribute the annual target and budget which is received from the management as per the season wise and Follow-up! All department salespeople in all regions to achieve their targets.
- Proposing activities which help to get the required growth for the accounts.
- Proposing activities which help to get the required growth for the brands.
- Prepare the price compensations as per the company policy.
- Arranging with the company logistic team to deliver the items on time.
- Advise all the sales team to monitor the competitors' activities and new line-up beside me.
- Consistently exceeding targets, with almost 38% overachieved, 2010, And 12% YTD 2011.
- Increase distribution 26%, manage to teach the team by coaching them daily.
- Make more focus on the training for all KA customers floor salesmen, especially for the new items.
- Make more focusing on the items' prices to ensure the market control prices.

EDUCATIONAL QUALIFICATIONS

- Bachelor's in business administration – Damascus University, Syria
- Assistant in Agricultural Engineering – Al-Baath University, Homs, Syria
- Additional Courses: HR Management, Sales Management, Retail Sales, ICDL, Marketing, Civil Work, Maintenance

DATE OF BIRTH: 20th Aug 1983