

Mohamed Ayub Hussain Ibrahim

Phone: +973-37777504

E-Mail: mayubh@live.com

≈ Team Leader reporting to FEC manager ≈

Decade rich experience in handling customer service industry, managing day to day operations and providing technical support for smooth operations

Location Preference: Any

PROFILE SUMMARY

- Responsible for ensuring the smooth operation of the Magic Planet in close conjunction with the FEC Manager and leading the GSA team, Function Assistants and Technicians on the assigned shift to guarantee excellent guest satisfaction, by providing an exciting and enjoyable experience in a clean and safe environment.
- Monitors and maintains current **inventory** levels; processes purchasing orders as required; tracks orders and investigates problems. Records purchases, maintains database, performs physical count of **inventory**, and reconciles actual stock count to computer-generated reports
- Maintain a high level of photo quality. Understand and be able to explain to guests the products, pricing and any current promotions that we offer.

KEY SKILLS

Functional Skills:

Multi-location within the customer experience industry

Familiar with all latest & current available technologies within FEC (Family Entertainment Centre) market.

Technical Skills:

Operating Systems: Embed, Galaxy and windows OS.

EDUCATION

- B.Com**-Bachelor of Commerce – Commerce (Discontinued) Bangalore, Karnataka
- Pre university PCMB - Hasnath Pre university College.
- Higher Secondary – Loretta English school Bangalore, Karnataka

WORK EXPERIENCE

Since Nov'2015 – Current Employer Majid Al Futtaim, Bahrain
Joined as CSA; promoted as Team Lead in Apr' 2017.



Responsibilities:

- Possesses a thorough knowledge of the tasks required to be carried out by GSA's during his/her shift.
- Leads the GSA team on the floor by providing the required help, support and guidance in order to improve team retention and enhance competence of all front line employees.
- Provides support for all day to day operation and management of the FEC whilst ensuring that Standard Operating Procedures, Risk Assessments and Policies and Procedures are appropriately implemented and adhered to.
- Provides the correct basic training and knowledge base to enable operating in a clean and safe environment for both guests and staff.
- The delivering of the internal Moments program to all relevant FEC team in accordance to the schedule
- Possesses a thorough knowledge of ride and attraction operation to enable them to demonstrate basic skills required to operate rides and the use of PPE equipment.
- Identifies any gap in skills within the team and informs the Area Manager or FEC Manager if additional training is required.
- In conjunction with FEC Manager and or Assistant Manager prepares the duty roster if to make sure correct manpower is available to achieve the job purpose, whilst insuring regular rotation for all GSAs' in all areas.

- Ensures the completion of daily stock control on the redemption prize counter and individual merchandising machines and skill games.
- Ensures checking, verification and receipt of delivered stock.
- Creates a stock inventory on a weekly and monthly basis and reports any discrepancies.
- Controls, issues and monitors float and cash collection at start and end of shift.
- Signs off the Technicians & Operators ride and attraction daily checklist.
- Advises Managers if Repair and/or Maintenance is required to any of the FEC equipment or assists.
- Carries out basic H&S checks and risk assessment checks on rides and equipment to mitigate any risk to Magic Planet employees and customers alike.
- Helps improve and maintain overall quality of presentation, maintenance and guest satisfaction level within his/her FEC whilst adhering to the Magic Planet overall brand guidelines, policies and values at all times.
- Is accountable for the application of HC policies and procedures within the FEC in conjunction with the Area Manager or FEC Manager
- Prepares a variety of Financial and Operational reports as required by the role.
- Carries out any other duties as and when required by the FEC Management.
- Supervise and monitors stock movements from the FEC to Redemption and/or machines.
- Ensuring the implementation of the MAF L&E health, safety, and environmental management system requirements into their respective businesses.
- Responsible to ensure the health, safety and wellbeing of themselves and their respective team

Significant Accomplishments:

- Trained H&S first aider with highest standards in basic First Aid policies (UK standards)
 - Full aware of core FEC functions
 - Planning executing FEC business
 - Fully aware of complete P&L statistics
 - Leading the FEC in absence of FEC manager (technical + operations)
 - Successfully recognized as tailored commercial planner for all Bahrain locations.

PREVIOUS WORK EXPERIENCE

June'2005 – Aug'2007: Indus League – Bangalore India as Fashion Advisor

Sep' 2007 – May'2009: Madura Garments as Team Leader Fashion

May'2009 – Oct'2015: BDC Holding (DIGIPHOTO + Al Areen Holding) Inventory Controller

PERSONAL DETAILS

Date of Birth: 04th November 1984
 Address: F-No. 2, Building 68 , Road 333 , Block 321 – Al Gudaibiyah (Kingdom of Bahrain)
 Languages Known: English, Hindi and moderate Arabic



Digipphoto
 Entertainment Imaging

**INDUS
 LEAGUE**

**الارين
 Al Areen**