

MOHAMMED IRFAN SAIT

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OBJECTIVES

Be a part of a renowned organization, where I would have the opportunity to utilize my expertise to the optimum and incorporate innovative ideas to enrich the organizational strategy. Further to contribute & perform under a proficient team with utmost sincerity and dedication for the success of the company and myself.

KEY COMPETENCIES

- More than 12 years' experience in Public Relations, Operations, Leasing & Legal affairs in Bahrain.
- Mall management with Majid Al Futtaim Properties, one of the finest, large and rapid growing companies in shopping malls within the MENA region, in various capacities.
- High quality leader with experience in motivating, initiating and managing large teams.
- Positive and spontaneous problem-solving skills, with courage to overcome any unforeseen situations and to get back in line successfully.
- Positive, pleasing and pleasant attitude at all the time.
- Very prompting and adaptable to any situations and surroundings.
- Proficient in taking any decisions and very futuristic.
- Goal oriented, ambitious and accomplishes desired targets successfully.
- Strives for ultimate success in all the assignments and ventures.

ACHIEVEMENTS

- Part of successful opening team of City Centre Bahrain Mall.
- Assisted in the final stages of confirming opening works.
- Reviewed the operational aspects and assisted to establish a front-line security and respective issues.
- Established and have organized the various functional area and activities for the guest services of the mall.
- Awarded as the **"BEST EMPLOYEE"** in the year 2009.
- Acted as line manager in the absences and when required to head the teams.
- Awarded for the **"Outstanding Attendance & Dedication"** in 2011.
- Streamlined and adopted to the central process structure for both "Short Term Retail" & Mall Promotion & Media" departments in Bahrain.
- Recognized as **"Outstanding Performer"** in 2015.
- Managed multiple roles and capacities in different markets.

EDUCATIONAL QUALIFICATION

- Postgraduate in **MBA (Dual Specialization)** from ISBM University – 2019.
- Graduate in **B.A PSYCHOLOGY** (VMRF) - 2009.



CERTIFICATION

CAPM – Certified Associate in Project Management - PMI (Project Management Institute).

WORK EXPERIENCE

Lease Specialist – Leasing,
City Centre Bahrain,
Majid Al Futtaim Properties B.S.C. Manama, Bahrain



2017 - 2020

Responsibilities:-

- Ensuring the mall Occupancy and budgets are as per forecasts.
- Budget planning and reviews are conducted in timely manner, in order to align with the board directions and targets.
- Monitoring and ensuring Leasing department functions are as per the company policy and procedures.
- Review the final tenant acceptance on lease documents to ensure that there is no ambiguity in the acceptance of lease agreement and a complete transparency is maintained between the Company and tenant's commitment on terms and conditions.
- Responsible for all client correspondence, and maintaining continuous communications with tenants for their updates.
- Lead in negotiations, to ensure and achieve the desired business for the mall.
- Establishing strong clientele relationship with all the major tenants and stakeholders.
- In-depth knowledge around the tenant mix, their related performances, and customer base.
- Well updated with different market conditions and changes.
- Assess and advice on tenant risks to the management.
- Advocate and be an ambassador of aligning and cascading the company values and ensure that it is adhered to and exhibit the same at all the time.

Senior Lease Admin – Legal,
City Centre Bahrain, City Centre Muscat
Majid Al Futtaim Properties – Bahrain & Oman



2013 – 2016

Responsibilities:-

- Overseeing and ensuring the department functions of Specialty Leasing are up to date both on systems and in records for Bahrain and Oman.
- Reviewing performances of team members, along with encouraging and motivating them for better results.
- Ensure internal documents and approvals are attained and completed on time and as per process.
- Drafting of lease documents, based on the deal that was agreed between.

- Liaise with Legal to approve drafts and obtain the lease agreements, amendment and addendum templates.
- Liaise with finance, to ensure the revenues are being booked as per the proper data entries.
- Ensure all the process and functions are as per the audit controls and compliance.
- Liaise with audit teams for auditing the process and procedures of the department, and ensure its always at very minimal or no risks.
- Maintain a clean, clear and easily accessible method of record keeping both on systems and physically.
- Address to any departmental wise issues that are arising and resolve within a short duration.
- Act and coordinate with clients as a mediator for explaining the legal contractual terms of the agreements and process, and also resolve the any related issues.
- Ensure smooth functioning of overall activities for both the departmental teams.

Customer Service Officer,
Bahrain City Centre,
Majid Al Futtaim Properties B.S.C Manama, Bahrain



2008 – 2013

Responsibilities:-

- Ensures day to day smooth functioning of the mall in respect to attending guests visiting the mall, tenants and between the other departments.
- Acknowledge disconsolate customers and deal with them in utmost professionalism, to solve them if possible or report to the supervisor.
- Coordinate and ensure all the mall activities and its functioning.
- Gain knowledge and be updated on all the brands and their franchise companies.
- Assist in identifying and preparing reports on cleaning and maintenance of the mall areas and forward to the concerned teams.
- Actively Participate, coordinate and act as mediator with security, operations and other departments incase of any emergencies i.e. evacuation, fire, any medical cases etc.
- Coordinate with marketing promotions and events that are held in the mall, to ensure that it's functioning smoothly.
- Being motivational, enthusiastic, innovative and initiative to carry out the team moving ahead successfully.
- Many more other miscellaneous task to carry out a smooth functioning.

Senior Sales, Operation & Customer Service Executive
(Retail Banking)
ICICI BANK LIMITED Manama, Bahrain



2006 Jan – 2007 Dec

Responsibilities:-

- Handling a wide range of retail banking products.
- Assisting the relationship managers of private banking in handling their HNI clients with retail banking products and other services.
- Hold corporate meeting with General Managers and department heads.
- Managing the high profile clients, by providing them a privilege service and offers.

- Heading the sales recruit's team.
- Provide trainings and product knowledge to the trainees and guide them in continuous process.
- Finance planning and suggestions to the clients.

REFERENCES

Ms. Zeenat Kapasi

Ms. Cynthia Dagher

Mr. Anudeep Beniwal

Ms. Anwaar Mahmood

Mr. Duaij Al Rumaihi

Ms. Fatima AlAbbasi

LANGUAGES

English, Arabic, Hindi, Malayalam, Tamil, Urdu, Kutchi.

PERSONAL PROFILE

Name	:	Mohammed Irfan Sulaiman Sait
Age & Date of birth	:	32 years & 03/11/1987
CPR No.	:	871110725
Nationality	:	Indian
Religion	:	Islam
Marital status	:	Married
Hobbies	:	Listen & play music, reading.

MOH'D IRFAN SAIT