



BILAL AHMED FATEH

Branch Manager

Contact

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Skills

Business Development



Community engagement



Managerial Skills



Foreign Language Skills



Team Work



Problem Solving



Self-motivated business manager brings proven leadership, organizational and customer relations skills. Independently solves problems and keeps teams on task to handle diverse business requirements. History retaining clients and talented staff.

Work History

2017-09 -

Current

Branch Manager

Al Fardan Exchange , Al Ain

- Assessed employee performance and developed improvement plans.
- Generated financial and operational reports to assist management with business strategy.
- Resolved various issues impacting sales management and business operations.
- Complied with regulatory guidelines and requirements.
- Enhanced branch production rates by handling staff conflicts, evaluations, hiring, and termination processes and coaching employees on company protocol and payroll operations.
- Completed filings and upheld strict compliance with regulatory agencies and supervisors.
- Established relationships with key decision-makers within customer's organization to promote growth and retention.
- Negotiated and closed long-term agreements with new clients in assigned territory.
- Generated new business with marketing initiatives and strategic plans.
- Monitored market trends and competitor activities to identify areas of potential opportunity.
- Resolved problems with high-profile customers to maintain relationships and increase return customer base.
- Increased profit margins by effectively controlling budget and overhead and optimizing product turns.
- Achieved established KPI for company, regional team and individual performance through teamwork and focus on customers.

2016-07 -

Assistant Administration Manager

Languages

Arabic

Advanced (C1)

Urdu

Advanced (C1)

English

Advanced (C1)

Punjabi

Intermediate (B1)

Persian

Elementary (A2)

2017-07

Al Fardan Exchange , Abu Dhabi

- Procured office supplies and equipment to maintain optimum inventory availability.
- Oversaw office inventory activities by ordering and requisitions and stocking and shipment receiving.
- Coordinated customer, vendor and stakeholder relations for smooth communication flows.
- Procured pricing information from various vendors to support cost-effective purchasing.
- Scheduled regular inspections of equipment and facilities to manage wear and tear.
- Collaborated with advertising group to create uniformity between advertising messages and retail incentives.
- Gathered data on competitors and analyzed prices, sales and methods of marketing.

2013-08 -
2016-06

Pakistan Marketing Incharge

Al Fardan Exchange , Abu Dhabi

- Liaised between senior management and front-line team members to implement effective changes and revitalize market growth.
- Coached sales team members in effective selling strategies and closing techniques.
- Built brand awareness in local market and increased penetration with proactive strategies.
- Directed work of 50+ Pakistani Teller professionals at multiple offices across United Arab Emirates.
- Engaged in product training, demonstrations, consumer awareness, branding, and acquisition initiatives to raise awareness and revenues.
- Built relationships with customers and community to establish long-term business growth.
- Resolved problems with high-profile customers to maintain relationships and increase return customer base.
- Distinguished product issues and gathered information on customer experiences.
- Conducted market research to understand customer needs and identify potential opportunities.

2013-01 -
2013-08

Vault Teller

Al Fardan Exchange , Al Ain

- Balanced staff and vault at end of day and secured monies in accordance with established procedures.
- Trained new tellers in processes and procedures for financial institution, answering questions and providing guidance.
- Complied with security and internal control procedures and policies and conducted mandatory trainings to educate staff on new and existing processes.
- Properly processed deposits, withdrawals and payments for average of 80 customers daily.
- Investigated staff out-of-balance conditions and instituted corrective procedures.
- Performed vault, alarm and door duties to facilitate opening and closing of operations.
- Adhered to dual control processes and audited cash drawers to reduce losses due to accounting errors and employee theft.
- Assigned and distributed workflow to support efficient and effective front line operations.

2011-11 -
2013-01

Teller

Al Fardan Exchange, Abu Dhabi

- Answered telephone inquiries.
- Identified sales opportunities and referred customers to branch partners in financial services.
- Completed highly accurate, high-volume money counts via both manual and machine-driven approaches.
- Processed customer transactions promptly, minimizing wait times.
- Served as primary point of contact for customers, providing assistance with account maintenance and transactions.
- Executed wire transfers, stop payments and account transfers.

2009-07 -
2011-11

Assistant Administrator

Earth Link LLC, Dubai

- Managed purchasing, stocking and organizing inventory.
- Tracked expenses, processed invoices and completed other related accounting tasks.
- Documented all communication between

relevant stakeholders such as vendors, departments and customers.

- Closed sales by overcoming objections, asking for sales, negotiating price, and completing purchase contracts,
- Created and transmitted accurate documentation to governmental agencies for import activities.
- Purchased new products with maximum profit yield and oversaw inventory stocking and availability.

2009-01 -
2009-07

Transportation Manager

Imam Jan Transport, Karachi

- Directed activities of staff performing repairs and maintenance to equipment, vehicles, and facilities.
- Prepared and updated employees' daily work schedules and resolved delivery problems.
- Negotiated contracts with outside providers and rates for facility leases to minimize costs to company.

Education

2020-02 -
2023-07

MSc Finance : Finance

European International University - Paris

Affiliations

Self- motivated and hardworking with the zeal for progress and Career Advancement through determination and dedication... To obtain professionalism, heights and to excel in the field of work with motivation, confidence and the ability to work hard... Self Appraisal Self- motivated with a desire for continuous learning. Ability to demonstrate controlled and logical behavior in "crisis"/"difficult" situations. Detail oriented with attention to accuracy. Ability to communicate professionally, with clarity and brevity, required-both orally and in writing. Ability to self-start and

self-monitor work projects. Capable of working effectively with a diverse group of Co-workers. Ability to multitask and handle deadlines. Versatile and able to persist with a task until objective is achieved.

Additional Information

- Driving License : , UAE Light Vehicle Driving License

Interests

Soccer

Fishing

Fostering Animals

History