

MOHAMMED IMRAN BASHIR AHMED

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Personal Data

- Mail Address: M.Umran@live.com
- Local mobile: +965-99408247
- Marital Status: Single
- Date & Place of Birth: **1st Dec, 1981, Kuwait**
- Permanent Residence: Valid Residency Article 18 and Kuwait Driver license



Objectives

To join a progressive organization that offers me a constructive workplace for communicating and interacting with customers and people where I can effectively use my ability in corporate business relationship my experience determination, and hard-working with delightful customer services would be my logical consequences of my job place

Skills and Abilities

- Excellent communications and leadership skills.
- Excellent planning and organizational skill
- Excellent customer service and interpersonal skills.
- Problem solving skills.
- Excellent computer skills.
- Training and instructional skills and experience
- Strong verbal and written communication skills.
- Speak English, Arabic, and some basic Spanish
- Good skills for building relationships with colleagues at all levels
- Ability to conceptualize and organize project planning process.
- Ability to take responsibility and function under minimal supervision

Work Experience

Mar 2023 – Present

Employer: Colorado Car rental Company

Position: Senior leasing Supervisor
(Corporate Sales long-term contracts)

Responsibilities:

- Oversee the day-to-day operations of the Sales teams to drive overall performance Sales Targets
- Drive and manage continuous improvement activities and initiatives informed by data, internal feedback and customer reviews
- Develop and implement robust and scalable systems and processes to plan for business growth.
- Liaise with car dealers, establishing and maintaining excellent working relationships.
- Update customers on delivery when required
- Liaise with Web Development team regarding current available products, special offers, pricing, and optional services
- Producing sales orders and invoices.
- Provide accurate reporting and forecasts to senior management
- Feedback any concerns to senior management



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Jan 2022 until Feb 2023

Employer: AIT Car rental Company (AL Dabbous International Transport Co. group)

Position: Corporate Leasing Manager

(Corporate Projects and Tender Department) Vectrus and Oil & Gas sector

Responsibilities:

- Day to day seeking prospective corporate client's automotive leases to corporate clients and executives.
- Contact customers, analyses situation, follow up order and report to line Manager
- Maintaining the good relationship with the client and follow up to meet customer's needs
- Business Development
- Responsible for issue and assist the customers in order to solve the problem
- Preparing sales documents such as quotation, proposal, leasing contracts and internal reports.
- Coordinating with other departments to support customers' request
- Find and Get contract from new perspective customers in every month
- Any sales activity for increase sales target with follow up account customer to contact and internal process.



Sept-2018– Dec 2021

3 Years 3 months

Employer: Aayan Kuwait Auto Co.

Position: Senior Corporate Leasing Supervisor

(Corporate Sales Projects and Tender Department)

Responsibilities:

- Sell automotive leases to various customers, clients and executives.
- Assist and support companies and organizations in meeting their transportation requirements.
- Advise customers on financial options available in the market to meet their automotive needs.
- Advise customers on taking the best automotive leases.
- Provide customers the complete vehicle information with costs, terms and conditions.
- Prepare estimates, workout the cost of the automotive business or vehicles including insurance, damages, replacement, maintenance facilities, and supporting documents
- Prepare lease agreements with contract and lease terms, credits and warranties.
- Integrate the best practices in preparing lease agreements for customers.
- Ensure hundred percent customers satisfaction through honest efforts in automotive leasing business.



Sept-2015 – Aug-2018

2 year 8 months

Employer: Forum Interior 2 Gen Trading Co. (United Business solution Car rental and chauffeur (Dajeej branch)

Position: Senior leasing Manager

(Corporate Sales Leasing long terms contracts)

Responsibilities:

- Welcome travelers to the airport/city when they exit from the airport or arrive on the lot with a smile and greeting. And arrange ground transportation service such as car rentals, limo services, etc.
- Serve as liaison between the customer, our operation on airport personnel, and drivers
- Work proactively with drivers to ensure proper vehicle supply.
- Direct customers to ground transportation service; provide local directions and maps and provide return directions where applicable.
- Communicate customer service issues to management.
- Knowledgeable of customer service inclusive of hotel reservations, ground transportation, information on local attractions and activities, and other information that provides valuable service to customers.
- Ensure compliance with airport security policies/procedures and company safety practices at all times and report all safety/security concerns immediately.



Forum Interiors 2
Auto Force Agency
Rent A Car Division

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- Assist passengers requiring special needs.

Nov-2012 - Aug-2015

2 years 9 months

Employer: FedEx Express (Worldwide Courier Services)

Position: Corporate Sales Accounts Supervisor (Rotation Cum Admin Assistant)



Responsibilities:

FRONT COUNTER Customer Service:

- Receive customers and deliver reliable administrative support and customer service.
- Acknowledge customers needs and provide them with clear, accurate and relevant information.

Admin Assistant Corporate accounts

- Prepare and send out mails including arrangement of courier service and FedEx shipments
- Update new shipment files into FedEx Worldwide system software
- Call customers and send email to request documents in order to process their shipment releases from Kuwait customs. Follow up with customers for their shipments
- Answer calls of customers regarding their inquiries Receive and assist customers with their shipments Receive incoming mails from customers, and sort, distribute, and scan them.

Flights shipment handler (Rotation as business Needs)

- Receive flights from Kuwait Air customs and scanning FedEx shipments according to prescribed procedures.
- Receive trolleys from Kuwait Air customs warehouse and load/unload in a safe and efficient manner including Military, commercial, individual and dangerous goods, in accordance with proper packaging and freight handling techniques.
- Separate packages by service typed and destination in accordance with established procedures. Audits size and weight of packages to ensure conformance with service requested.
- Sort packages into different categories and build console as per Kuwait air customs provided rules and policy in order to clear the shipments.
- Assists in completing all related paperwork and manifests in an accurate and timely manner.
- Collecting commercial documents from shipments and attaching delivery orders in order to process the clearance of commercial shipments from Kuwait air customs.
- Ensure that packages conform to FedEx features of service, that proper labeling is provided, and that all paperwork is complete, neat, and accurate

April-2007 - Nov-2012

5 years 7 months

**Employer: M.H. Alshaya Trading Co. W.L.L, Brand Office Depot
(Head Office Shuwaikh)**

Position: Senior Corporate Sales Accounts Supervisor & AutoCAD Operator (Furniture Division)



Alshaya

Responsibilities:

- Manage new store stock packages, Manage intake and distribution
- Update and maintain merchandise planning & forecasting tools
- Check, communicate and monitor daily/weekly sales highlighting risks & opportunities.
- Compile weekly sales figures, Evaluate bestseller performance and report accordingly.

Corporate Sales Team Support:

- Prepare quotes and source specific goods to ensure a smooth-running sales process.
- Coordinate with sales employees and create a design as per their required office products.
- Deal with general customer enquires while liaising with customer services and the accounts department.

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- Office Depot store's customer service, sales and profit objectives by assessing customer needs, providing customers with appropriate information about products and services and assisting customers in selecting the best solution.
- Assists with maintaining store merchandise, planograms, signing and displays as outlined in the company's policies and guidelines.
- Ensures that each customer has a positive store experience by providing a customer friendly environment through product knowledge and responding quickly to resolve potential gaps in customer service levels

Feb- 2000- March- 2003

(3 years one month)

Employer: Seat Car showroom (Caracas La candelaria, Venezuela

Position: After Sale Customer relationship



SEAT

Responsibilities:

- Manage all customer requirements and queries and solve their problems swiftly.
- Make sure the customer information records are accurate and complete
- Give out the right information on the objectives of the organization when the clients ask about
- Verify warranty and service contract coverage by examining records and papers and by explaining provisions and exclusions.
- Develop estimates by costing materials, supplies, and labor, and by calculating customer's payment including deductibles.
- Prepare repair orders (RO) by describing symptoms, problems, and causes discovered, as well as repairs and services required
- Maintain customer rapport by explaining estimates and expected return of vehicle; obtaining customer's approval of estimates
- Enhance organization reputation by accepting ownership for accomplishing new and different requests, and by exploring opportunities to add value to job accomplishments.

Education

Intermediate and High school

School Name: English School and College Rumaithiya – Kuwait

Address: Salmiya, AlQatamee Street Kuwait

- Completed Secondary school In Science and Humanitarian Group, 1999-2000
- Distance studies College of FBISE Pak-Islamabad in Commerce Group B-Com
- B.A I-Com Accounts, Business Math, Banking, Economics, Geography, commerce

Academic Diploma

- **Certificate: Commercial Studies** (Marketing, Customer relation, Sales offers, Intelligence market), year 2005 High Studies Institute, Kuwait, (Recognized by Ministry of Education)
- **Training Diploma:** Computer (AIDED DESIGN), 2003-2004 High Studies Institute, Kuwait, (Recognized by Ministry of Education)
- **Certificate:** Computer AutoCAD 2D, 2003

Training Diploma

- **Architecture Draughting**, started at London Guildhall University' attended only one semester, Completed Diploma in High Studies Institute, Kuwait, (Recognized by Ministry of Education) 2002-2003 High Studies Institute, Kuwait, (Recognized by Ministry of Education)
- **Certificate:** Introduction to Computer, 2001
- **Polyglot Language Institute**, Kuwait, **Training Course:** TOEFEL, 2001
- **Project Management Intensive Course** at Alison training center online - United Kingdom – 2019
- **Career Development** Online Training Certificate - University of Pennsylvania – 2019

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March -2000 - JW Marriott Hotel Caracas

Front office Three months' trainee period

Address: Avenida Venezuela con Calle Mohedano, Caracas 1060, Miranda, Venezuel

Phone: +58 212-9572222

Languages

- Arabic (Fluent)
- English (Fluent)
- Spanish (Fair)

INTERESTS & Hobbies

Exploring new countries, learning new cultures, meeting new people and honing new languages, including Spanish, French, German and Chinese

- Computing
- Swimming
- Playing Football/Soccer
- Mentoring
- Reading
- Writing
- Going to the gym
- Travelling

Leisure:

- Afternoon Tea
- Concerts
- Cooking
- Aquariums
- Conversation
- Creative Writing

Professional Core Values

1. Autonomy

As an employee, you may want to feel empowered to make decisions and take action. I seek flexibility to work at my own pace and method as long as I continue to meet performance goals.

2. Integrity

Valuing integrity in the workplace means that I strive to do the right thing, even when I think no one is looking. You may also value honesty, transparency and a commitment to doing what's best for your clients, customers, teammates and company.

3. Innovation

Challenge myself to see what's possible to better meet the needs of your team, customers and company. I work in progress, striving to improve and do better. Think of creative ways to solve tough problems. Take calculated risks. Finding new ways to solve a problem can help the company move forward.

4. Growth

Often, the growth of a company follows the professional growth of its employees. Valuing growth means that you have the drive to continuously improve both myself and my company. Growth is based on mutual success.

5. Service

Being service-minded or customer-oriented means that I am care about providing a quality experience to the clients. My goal and value to extend to include supporting your community and your team. Valuing service aim to provide a meaningful experience to the people you serve and support.