**AZAD IMAM SATARE**

**Tel.: 9819130066**

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**OBJECTIVE**

**Seeking assignments in the fields of Management and Administration with an organization of repute.**

**AN OVERVIEW**

**A competent professional with over 15 years of expertise & experience in Management and**

**Administration, Recreation services Management, Customer Services and Business Development.**

**An MBA from Heriot-Watt University, UK.**

**Worked for the London 2012 Olympics project, UK in the field of facilities management.**

**KEY SKILLS**

Abilities in co-ordinate marketing and publicity and also analyzing sales figures and set business targets.

Honed negotiating and influencing skills.

Proficient in managing the branch retail activities and customer service.

A keen communicator with good demonstrating, observing, analyzing skills & the ability to build rapport & provide instructions.

Passion for maintaining a high degree of customer service and satisfaction, which engenders Trust thus enhancing repeat and referral business.

**EDUCATION**

**2009 MBA- Master’s degree in Business Administration (**Economics, Finance, Marketing, Project Management, Accounting, Negotiation, Organisational Behaviour, Consumer Behaviour and Strategic Planning) from **Heriot-Watt University, U K.**

**2008 Post Graduate Diploma in Business Administration (business management)** **from Heriot-Watt** **University, UK**

**2006** **ABE** **Advanced Diploma in Business Administration** **from West London College, London** .

**2004-05 Post Graduate Diploma Certificate in** **Human resource management** from Welingkars’ Institute of Management Development & Research, Mumbai India

**1997 B.Com.** From Mumbai University

**Diploma Certificate Course in Computer Applications**

**ORGANISATIONAL SCAN**

**July 2015 To Date Talwalkars better value fitness Ltd. Operations Manager (Branch Head)**

Generate Maximum revenue for the club through achieving daily and monthly sales targets.

Do the Monthly budgeting to make the branch Profitable.

Drive sales through In-house and Outdoor activities.

To Crack deals of Corporate Tie-ups to bring in more revenue.

Managing day to day operations of the club to make it function smoothly.

Heading all departments and working as a team to deliver best customer services to the clients.

Working towards generating maximum revenue for the club.

Leading the operations in accordance with company policies and procedures.

Overlook the functioning of all departments i.e. Sales, HR, Accounts and HK.

Using the CIS ERP software and Fitness Force ERP software for daily processes.

**April 2014 to June 2015 Perfect Enterprise, Mumbai Business Development Manager**

Responsible to prospect for new clients by networking, cold calling and advertising.

To plan persuasive approaches and pitches that will convince potential clients

To do business with the company.

Role objective to develop market (client and agencies).

**Since Oct 2012 to Dec 2013 William Hill Organization Ltd, London, UK Deputy Manager**

Deputy Manager of the retail branch for William Hill Organization Ltd in East London.

Responsible for the smooth functioning of branch by organizing and executing daily plans and activities.

Work hard to deliver excellent customer service by efficient management of branch procedures.

Preparing and Drafting daily, weekly, monthly and annual business reports to evaluate branch turnover.

Delivering with expertise and success in Retail Sector with the help of training provided by William Hill Retail Academy and World Host Company.

**Sept 2009 to October 2012 Vinci Construction UK Ltd., London Site Supervisor (operations)**

**LONDON 2012 OLYMPIC PARK PROJECT (Facility Management)**

**Duties and Responsibilities:**

Manage and supervise facilities operations at the different sites of the London Olympics Park Project.

Manage supply operations of facilities items and take stock of those items.

Sub-Contract facilities works such as cleaning, plumbing, moving offices, pest control, computer maintenance and fittings etc.

Assignment shifts and shift task to facilities assistants and cleaning operatives.

Manage the facilities operations in accordance with the instructions of site manager and the logistics team.

Supervise the effective distribution of facilities items and products throughout the London Olympics Park sites.

Assessing and managing client’s complaints by checking E-mails received from different sites of the Olympic Park (Facilities related only).

Make necessary arrangements for site meetings and periodic trainings.

Prepare weekly and Monthly reports for site work assessments of facilities operations.

Supervise the work of facilities assistants and take daily briefings.

**Aug’06 to Sep’09 Innoventive Ltd., London, U K. Area Manager (The London Paper)**

**Sales and distribution**

**Key Deliverables:**

Responsible for the smooth distribution of the news paper in the designated area and looking for effective

Spots and motivate the staff to increase sales.

Promoted as a Covering Area Manager; generating online report to describe the daily sales figures and other issues regarding team members and areas of distribution.

Look for areas of improvement and sales for the company.

Handling the teams and get the work done through the team leaders of different teams of specific area of the London city.

**Feb’06 to May’06 Proto Infosys Ltd., Mumbai, India Business Development Officer**

**Key Deliverables:**

Implementing strategies for the overall growth of the business of the firm.

Responsible for selling Hendrx water generator machines and finalizing corporate deals.

Applying sales programs/strategies to improve the product awareness in markets by brand building and

Market development efforts.

Reviewing and interpreting the competition after in-depth analysis of market information to fine-tune the

Marketing strategies and escalate business volumes.

Devising & implementing stringent credit control measures for effective receivable management and

Thereby reducing the incidence of bad debts.

Deciding on various ideas of promoting product.

**Jul’05 to Dec’05 Club Aquaria Enterprise Mumbai, India**  **Health Club Manager**

**Health Club**: Includes gymnasium, yoga and aerobics, gymkhana, Indoor and outdoor games and sports.

**Key Deliverables:**

Supervising the trainers and co-ordinate the entire health club staff.

Implement training sessions for trainers for advance techniques.

Take care of the maintenance of the health club.

**Attainments**

Managed the entire operations at the gymkhana.

To head the entire staff and co-ordinate for smooth functioning of facilities.

To arrange tournaments and events for the members of the club.

Water Park: Includes wave pool, swimming pool and water slides.

To supervise the entire water park staff and look after the related activities.

To take care of the maintenance of water park and organize events.

To draw budget for financial year for the entire recreation and health club activities.

**Jul’01 – Jun’05 We Can Work It Out., Mumbai, India Recreation manager**

**Key Deliverables:**

Responsible for managing the overall recreation facilities of the club.

Responsible for the smooth functioning, training and deployment of staff of health club throughout the working hours.

Interact with clients and customers for active feedback.

To take care of the maintenance of the health club.

**PROFESSIONAL CREDENTIALS**

Attended a six month training programme of William Hill Retail Academy in London and gained expertise in Customer Service and Retail Sector.

Have done a certificate training course from a World Host Retail training academy in London in the field of Retail Management and customer service.

Fitness Trainer Course Certified by L.M. Fitness Academy Mumbai, India.

**PERSONAL SNIPPETS**

**Date of Birth :** 21st March, 1977

**Marital Status :** Married

**Languages Known :**  English, Hindi and Marathi

**Permanent Address :** B/27, Best Officers Quarters, P. Tanna Road, Kandivali (East), Mumbai.

**Present Address :** 102, Rukun Palace Bldg., Mithakali, Navrangpura – Ahmadabad.