|  |  |
| --- | --- |
| **MOHAMMED SHARIQUE RAIS** | [msharique\_rais@yahoo.com](mailto:msharique_rais@yahoo.com)| +91-9654472501  New Delhi - 110025 |

**[in.linkedin.com/pub/mohammed-shariq-rais/2/877/6b6/](http://in.linkedin.com/pub/mohammed-shariq-rais/2/877/6b6/" \o "View public profile)**

**Offering services to efficiently contribute towards Business Development through**

**Proven skills in Operations, Administration and Information Technology**

* A seasoned **Management Professional** with a very vast experience in many facets of Business Management like Products/Purchase Administration, Logistics Control and Operations Management with competitive knowledge in Information Technology
* Vast experience and remarkable expertise in Vendor Management, Stock Control, Asset Management, IT support for Cash transactions related equipment and Contracts Management
* Ability to spearhead any start-up or corporate company in different facets of Administration including Finance Management, Technology Solutions and Production/Purchase Management
* Possess sharp skills in stores management, team management, time management, cost management, customer relationship management, distributor chain management and inventory management
* Excellent and rare blend of analytical, communication, leadership and technical skills that can directly impact the development of any business, and self

**CAREER OBJECTIVE**

An articulate Management professional with over 16+ years of International experience and vast expertise in Operations & Administration Control, Information Technology Assistance, Logistics Management and in Production & Purchase Management seeking a suitable and competitive platform to utilize, employ and develop skills towards the growth and success of organizations and myself.

**CORE SKILLS**

Operations Management Business Administration

Production & Purchase Management Logistics Control

Information Technology Stock Control

Team Management Strategic Analysis

Vendor Management Distributor Relationship Management

Cost Control Analysis Inventory Management

SAP/ERP Solutions Accounts & Finance

**CAREER GROWTH**

**July 2018 – Present Alif Global, Noida**

Manager – Operations

**Mar 2016 – April 2018 Hotpack Packaging Industries LLC, Dubai**

Manager – Operations

**Aug 2014 – Feb 2016 Surgikon India Pvt Ltd, New Delhi**

Sr. Manager – Operations & Admin

**Aug 2012 – July 2014 Puloon Technologies India Pvt Ltd, Noida**

Manager – Operation & Administration

**Nov 2010 – July 2012 Pioneer House, Riyadh & Jeddah**

Manager – Administration & Operations

**Dec 2004 – Oct 2010 Geant Saudi Ltd, Riyadh, Jeddah, Al Khobar, Al Qassim, Madina**

Manager – IT support & Backbone Services

**April 2000 – Oct 2004 FAPT Consultants, Kolkata**

Accounts & Administrative Executive

**CONTRIBUTIONS & ACCOMPLISHMENTS**

**ALIF GLOBAL, Noida, India**

* Contributed to the development of the company sales and administration activities.
* Managed complete gamut of administration activities including Purchase Management, Vendor Relationship Management, Operations Control and Safety Standards Supervision
* Effectively utilized time, cost, men and other resources to get the most beneficial returns from the assets
* Managed logistics, record keeping, meeting organization and parties arrangement
* Supervised contractors’ services that involves great amount of professional, practical and technical knowledge about the serviced equipment, facilities and utilities.

**Administration Management**

* Spearheaded vendors activities that include periodical service and maintenance of EPABX sets, telephone equipment, intercom. Fax lines, electrical circuits, pipe lines, computers, etc.
* Maintained cordial, friendly and professional communication with the local electricity board, police department, municipal authority and telephone service providers to ensure smooth process flow with every regulation followed without fail
* Handled confidential mails and files, took care of travel and meeting arrangement, and supervised safety systems of canteen, hostel, colony and industrial vehicles
* Ensured that the sales enquiry process is conducted in a timely manner that meets internal procedures and customer satisfaction.
* Supported incoming enquiries, co-ordinate client meetings and support contract preparation.
* Ensured that customer requirements are precisely understood and translated timely into growth opportunities.

**HOTPACK PACKAGING INDUSTRIES LLC, Dubai, UAE**

* Contributed to the development of the company sales and marketing administration activities.
* Ensured that the sales enquiry process is conducted in a timely manner that meets internal procedures and customer satisfaction.
* Spearheaded day to day business operations management that include sales supply, distribution, collections & administration
* Supported incoming enquiries, co-ordinate client meetings and support contract preparation.
* Managed the timely production of contracts internally and progress their status with the client.
* Implemented ways of maintaining relationships with all current and past In-Comm clients.
* Contacted and build relationships with new and existing In-Comm clients.
* Created new business leads and organise follow up activities.
* Provided administrative support for Business Support activities.
* Developed and manage an efficient distribution network to improve sales performance.
* Meet or exceed set sales volume as well as the set gross profit margin.
* Maintain regular contact with existing and prospective customers by making phone calls and in-person visits and presentations.
* Ensured that customer requirements are precisely understood and translated timely into growth opportunities.
* Promote, sell, and secure orders from existing and prospective customers.
* Prepare clear and effective written proposals/quotations to customers in line with the set salesbudget and profit margins.
* Ensure that all orders are fulfilled according to the customers’ order form in terms of quantity, quality and agreed delivery dates.
* Ensure customer complaints or issues are attended to and resolved in a timely manner to the customers’ satisfaction
* Ensure sales reports and figures are entered timely and accurately
* Preparation and timely submission the following reports reflecting accuracy in details and figures:
* Weekly field sales action plans; Daily and weekly sales reports
* Monthly performance reports i.e. prospective clients, new contacts, new clients, etc.

**Key Deliverables:**

* Ability to spearhead any start-up or corporate company in different facets of Sales, Operations IT, Administration including Finance Management, Technology Solutions and Production/Purchase Management
* Possess sharp skills in stores management, team management, time management, cost management, customer relationship management, distributor chain management and inventory management
* Excellent and rare blend of analytical, communication, leadership and technical skills that can directly impact the development of any business, and self

**SURGIKON INDIA PVT LTD, New Delhi, India**

* Spearheaded day to day operations management that include Administration, Logistics and Sales Supply.
* Utilize sources like men, machines, time, cost, capital, tools efficiently thus drastically reducing the time, manpower and cost involved in surpassing targets
* Assess and validate safety standard compliance and train employees periodically to ensure maximum safety in workplace
* Ensure Purchase Policy Abidance by maintaining and scrutinizing various data with the details of Vendors, staff and Public Agencies

**Supplier & Purchase Management**

* Maintain full record of Purchase Orders, vendor files and proposals for quick and easy reference in the future
* Organize annual surplus auctions and analyse the level of various surplus products against total production, to reduce the cost of production involved
* Organize, train and develop teams to consistently contribute towards success, growth and development of overall business
* Prescribe purchase quantities, vendors and allot teams to ensure sufficient supply of goods meanwhile containing cost of production.

**PULOON TECHNOLOGY INDIA PVT LTD, Noida, India**

* Had worked with Samsung SDS India, (Ticket Vending Machines Manufacturer) in a project of **DMRC** (Delhi Metro Rail Corporation) Project
* Spearheading day to day plant operations management that include manufacturing and maintenance management
* Analysed, planned, implemented and improvises strategies with coordination with management to consistently achieve best returns from assets
* Utilized sources like men, machines, time, cost, capital, tools and equipment efficiently thus drastically reducing the time, manpower and cost involved in surpassing targets
* Assess and validate safety standard compliance and train employees periodically to ensure maximum safety in workplace
* Ensure Purchase Policy Abidance by maintaining and scrutinizing various data with the details of Vendors, staff and Public Agencies

**Production & Purchase Management**

* Analysed vendors’ reliability, proficiency, business standards, cost efficiency and correspondence level to finalize vendor contracts
* Keep track of signed up contracts for Telephones, equipment, tools and fleet inventories
* Maintained full record of Purchase Orders, vendor files and proposals for quick and easy reference in the future
* Organized annual surplus auctions and analyse the level of various surplus products against total production, to reduce the cost of production involved
* Organize, train and develop teams to consistently contribute towards success, growth and development of overall business
* Prescribe purchase quantities, vendors and allot teams to ensure sufficient supply of goods meanwhile containing cost of production.

**PIONEER HOUSE, Riyadh, Saudi Arabia**

* Spearheaded Business Administration processes like Stock Control, Logistics Management, Asset/Finance Management and IT support
* Handled transactions record keeping from various outlets that include many super markets, hyper markets and small shops
* Strategically Plan, Implement and Improvise methodologies to increase productivity
* Organized various book fairs that involves extraordinary abilities to manage time, men and other resources efficiently

**IT Technical & Customer Support**

* Resolved issues from customer in time with proper solutions and helped in gaining maximum customer satisfaction
* Escalated the commonly presented issues to the concerned departments and helped in framing new product/procedure design to reduce issues
* Negotiated and managed contracts made for hardware, software and telecommunication equipment and components
* Crafted procedure to handle customer issues and trained the team on the same

**GEANT SAUDI LTD, Riyadh, Jeddah, Al Khobar, Al Qassim, Madina, Saudi Arabia**

* Lead of Operations & IT whilst the opening the Geant Hyper market at Al Qassim, Al Madinah
* Handled full operations and opened 3 Geant Hypermarkets of Al Madinah, Al Qassim and Dhahran.
* Handled POS cash line with IBM’s ForSure Models and possessed excellent ERP knowledge
* Administered Stock management through complex tools like Stock Track One that uses Symbols Portable Data Terminals – 8846
* Managed to troubleshoot electronic scales and remote controls over the LAN that involved great technical and product knowledge
* Analysed stock purchase, loss and wastages that impacts directly on Business Development and suggested various ideas that are employed with agreement
* Monitored Stock management by comparing physical stock to the work tool and tallying both
* Generated purchase orders.
* Dealing with the suppliers for the items, this includes quality check, negotiations and offers for promotion.
* Maintain effective communications throughout the line department and the total store.
* To control stock loss and wastages.
* Analyze and take action on the deficiencies in line department and report to store manager.
* Recognize and recommended action on stock efficiencies opportunities.
* To ensure that stock balance in the GOLD system is the same as physical stock in store.
* Reported directly to the General Manager about the overall development and current statistics of the IT and Backbone departments

**FAPT CONSULTANTS, Kolkata, India**

* Successfully handled the accounts of TELCO Construction Equipment Company Limited, which is a renowned and reputed large scale business
* Maintained Accounts, Ledgers, Cashbooks and Stock Registers that helped in tracking every minute expenditures
* Handled Waybill registers, Leave Registers, Travelling & Medical Expense bills, etc and reported properly about the expenditures to the concerned Zonal Office as per the periodic interval prescribed
* Worked on SAP tools to update payments & receipts and handled Lotus Notes to resolve accounts issues

**Achievements:**

* **Successful in leading the IT department whilst the opening of GEANT Hyper Market in Al Madinah, and consequently in Al Qassim and in Al Dhahran**
* **Awarded twice with “Employee of the Month” for outstanding performance**

**EDUCATION**

B.Com from Umeschandra College, Kolkata, 1998

Diploma in Computer Applications & Desktop Publishing from Govt. of India HRD, Kolkata, 2000

**IT SKILLS**

**E-Retail: Office Suite:**

SAP (Satellite Area Protocol) MS Word; MS Excel; MS PowerPoint

ERP - Gold

**Desktop Publishing: Designing:**

InPage ; PageMaker Corel Draw 5/8/9/10**;** Photo Shop

**Networking:**

LAN Setup and Troubleshooting

**LANGUAGES**

English Urdu Hindi Bengali

**OTHER INFORMATION**

**Profile:**

**Marital Status:** Married

**Nationality:** Indian

**Date of Birth** 01st March 1977

**Current Location:** New Delhi, India

**Permanent Location:** Kolkata, INDIA

**No. of Dependents:** 1 (spouse) & 1 Baby Girl

**Salary Expectations:** Not Specified/Negotiable