



WALID ABDALLA HAMED DARWISH

MANAGING DIRECTOR

U.A.E. - Abu Dhabi - Al Ain

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10-10-1976

Saudi Arabia

UAE Driving license

Employment Visa

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SKILLS

- Leadership.
- Mentoring.
- Business Development.
- Sales & Marketing.
- Client Relations.
- Satisfaction.
- Experience Management.
- Team Management.
- Productivity Management.
- Operations Management.
- Leasing Management.
- Business Management.
- Extensive experience in ME especially in Gulf Region.

LANGUAGES

English speaking, writing

Arabic Mother language

SUMMARY

An innovative, highly organized Managing Director with a history of profound success in General / Project Management.

Hands-on demonstrated leadership skills in several companies. A seasoned team leader with the ability to coach and mentor associates to create a solid team with a commitment to quality standards and superior customer satisfaction through strategies and proficiencies in diverse fields.

EXPERIENCES

• Group Managing Director (Operation Sales Customer Service) | Skylight & Berlin Company Group , Al Ain - U.A.E.

October 2021 – Present

Job Tasks

- Plan and lead customer acquisition and retention activities which leads to increase of 30% of customer satisfaction.
- Responsible for Sales & Revenue performance which increase revenues by 25% yearly.
- Operational excellence, adherence to procedures and utilization of risk mitigation activities to prevent Financial Fraud or Loss.
- Focus on Customer retention and new business development for the companies.
- Effective Cost Management.
- Monitor Service Performance of team members and give high priority to maintenance of customer relations.

• Head of Business and Project Development (Leasing Operations) | Al Arab Mall , Sharjah - U.A.E.

July 2016 – March 2020

Job Tasks

- Support the Leasing Representative and Local Leasing Representative in developing and implementing the center's leasing strategy.
- Establish and maintain exceptional operating standards including; maximizing contracted services, oversight of the property's preventative maintenance program, development of a comprehensive energy and capital plan.
- Manage vacancy and storefronts.

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ACHIEVEMENTS

- Re-organize something to make it work better.
- Identified a problem and solved it.
- Come up with a new idea and improve things.
- Develop and implemented new procedures or systems.
- Worked on special projects.
- Received Awards.
- Been complimented by Direct Managers and CO-workers.
- Beating Sales targets and Company goals and increase the business revenue and opening and set up new profitable branches.

EXPERIENCES

- ♦ **Sales Manager (Leasing and Operations) | Al Arab Mall , Sharjah - U.A.E.**
March 2015 – June 2016
Job Tasks
 - ♦ Negotiate with new clients for finalizing and signing lease agreements and renegotiate contracts with existing tenants. Drafting and signing legally sound and detailed lease agreements.
 - ♦ Manage the leasing of shops, kiosks, ATMs, RMUs, staff accommodation and stores in Al Arab Mall Mall to meet predefined budget targets.
 - ♦ Scouting for prospective lessees.
- ♦ **Branch In-charge Manager | Al Rostamani International Exchange , Sharjah - U.A.E.**
August 2009 – February 2015
Job Tasks
 - ♦ Plan and lead customer acquisition and retention activities.
 - ♦ Constantly monitor and aim to reduce TAT at counters, and ensure Branch premises are well maintained at all times.
 - ♦ Plan and monitor implementation of Branch Sales & Marketing policies and programs.
 - ♦ Lead Sales activities and Marketing programs of the branch to attract new customers.
 - ♦ Monitor branch operations and effectively manage business functions of the branch.
- ♦ **Branch Operations Shift Supervisor | Al Rostamani International Exchange , Sharjah - U.A.E.**
April 2009 – August 2009
Job Tasks
 - ♦ Ensure Cash counters are operational to support business requirements.
 - ♦ Communicate regulations and norms regarding transactions in a professional manner.
 - ♦ Supervise and lead a team of staff in order to achieve financial objectives, and ensure adherence to all compliance/control areas of the branch operations.
 - ♦ Responsible for security of Financial instruments such as Drafts, Cheques and Travelers Cheques.

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EDUCATION

- **Bachelor of Management Tourism and Hotel. 1993-1997.**

EXPERIENCES

- **Senior Customer Service Representative | Al Rostamani International Exchange , Sharjah - U.A.E**
April 2008 – April 2009
Job Tasks
 - Providing efficient service to the customer's, to achieve customer's retention and growth.
 - Processing transactions as instructed by Branch Management, resolving customer's issues in a timely manner.
 - Meet and greet Customer's at the Counter/Lobby.
 - Provide advice and guidance to customers where necessary.
 - Ensure assigned work activities are carried out as per Company policies and procedures within the stipulated time period for the activity.
- **Restaurant Supervisor | Kuwait Food Company (AMERICANA) U.A.E**
June 2006 – June 2007
Job Tasks
 - Direct the activity of the employees to make sure they provide great guests service.
 - Maintain a positive work environment & employee relations through effective supervisory practices & compliance with all applicable policies & labor laws.
 - Handle crisis situations effectively & in a positive manner.
- **Customer Service Consultant - Call Center | Kuwait Food Company (AMERICANA) U.A.E**
January 2003 – June 2006
Job Tasks
 - Direct interaction with customers both inbound & outbound via Service Center at telephone.
 - Answers a high volume of calls and maintain a rapid response rate according to agreed standards.
 - Develop personal skills & capability through ongoing trainings as provided by the company or elsewhere subject to company approval.
 - Manage all KFC, Pizza Hut & Hardee's store in all UAE to provide good & speed services with a high quality