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Personal Information

- **Nationality** Egyptian
- **Marital Status** Married
- **Date of Birth** September 08, 1984
- **Driving license** Available

Experience

Project Coordinator – Soft Services - Operations Department

ServeU Facility Management – UAE (From June 2021 until Present)

Project: Emirates Post Group (95 Sites & 137 Janitor & 71 Security Guards)

Major Duties and Responsibilities

- Developing project strategies for Cleaning and Security.
- Act as a point of contact between company and client to resolve issues i.e. operational, contractual and billing and monitoring project plans, project schedules, work hours, budgets, and expenditures.
- Coordinate with relevant parties to ensure that appropriate services are being provided and resolve any remarks or complaints from end users.
- Order cleaning and Pest Control materials as required following company procedures through nominated suppliers.
- Make sure that clients' needs are met as projects evolve.
- Liaise with clients to identify and define requirements, scope and objectives.
- Monitor project progress and handle any issues that arise and take remedial action if possible
- Communicate well and demonstrate a pleasant, polite, efficient, caring and friendly service to customers and clients in all areas of service.

Assistant Destination Manager - Operations Department

Meeting Point Emirates – UAE (From February 2018 until July 2020)

Major Duties and Responsibilities

- Manage and supervise a team of 30 hotel representative.
- Responsible for daily operations, following up on the daily revenue with sales team.
- Review or develop procedures of sales process in coordination with other functional areas.
- Develop and implement business plans in coordination with other functions to improve cost-efficiency.
- Manage, control and develop destinations contracts.
- Prepare and monitor the traffic movement of arrivals, departures and VIP trips.
- Revise all the services for every tour operators and individual requests.
- Handling the complaints from clients, hotels and tour operators with immediate solutions on spot.
- Arrange alternative booking if changes arise before or during the trip.

- Develops & maintains good relationships with industry partners, vendors & other relevant parties & stay updated.
- Manage retention, refund and compensation in the destination.
- Negotiate and monitor the rates for (Transfer service & Excursions) with new and existing tour operators.
- Analyzing sales figures and cost in order to meet the budget.
- Create new excursions package to increase the sales revenue.
- Communicates with all parties clearly & concisely to ensure a smooth flow of information.

Project Coordinator - Telecommunication

Hoi Middle East & Africa – UAE (From January 2017 until February 2018)

Major Duties and Responsibilities

- Manage site leasing and acquisition agreements for the installation of telecommunications infrastructure at multiple sites.
- Ensured construction project confirmed to drawings and designs by collaborating with builders.
- Report the status of projects to clients, subcontractors, and other involved parties.
- Monitor project progress and handle any issues that arise.
- Coordinate and monitor permit applications, regulatory reports, and construction plans for sites.

Senior Relationship Officer – Business Banking

Emirates Islamic Bank Dubai – UAE (From February 2015 until October 2016)

Major Duties and Responsibilities

- Bringing new customers in Business finance Department.
- Communicating with customers via phone, email or personally.
- Provide the advice and solutions to the customers.
- Manage account portfolio and maintain close relationship with customers for business retention and referrals.
- Prepare credit proposals by negotiation of credit terms, pricing and collateral.

Sales & Marketing Executive

Cluster Pickalbatros Hotels & Resorts Red Sea – Egypt (13 Resorts) (From May 2013 until September 2014)

Major Duties and Responsibilities

- Identifying new markets and business opportunities.
- Coordinated marketing and sales promotions processes to meet corporate goals.
- Implemented market strategies and set product pricing to balance company goals and Tour Operator needs.
- Negotiate room rates/packages with Tour Operator and local travel agents.
- Following up contract's issues and complaints with Tour operators.
- Monitor revenue and occupancy levels graphs to match the budget plan.

Key Account Manager – Corporate Sales

Vodafone – Egypt (From September 2010 until April 2013)

Major Duties and Responsibilities

- Developed and increased sales by efficiently managing accounts and building good client relationships.
- Retain and maintain corporate accounts by providing personalized customer service to avoid deactivation or port out to the competitors.
- Monitor risk accounts and set appropriate action to avoid suspension.
- Evaluate the prices and products to ensure that they are meeting the requirements of the customers.
- Handling the complaints with immediate action.

Area Manager (Indirect Sales)

Vodafone – Egypt (From March 2009 until September 2010)

Major Duties and Responsibilities

- Supervise and managing the dealers in the area.
- Searching for new outlet and hunting the competitor's dealers.
- Responsible for managing the overall operations, budget, and quota of the Indirect channel to increasing the revenue.
- Motivate none exclusive dealer to be an exclusive dealer.
- Handling dealer complaints and their incentive mistakes.

Customer Care Representative

Vodafone – Egypt (From March 2008 until March 2009)

Major Duties and Responsibilities

- Receive customers' calls and give the required information and assessment.
- Handle and solve customers' complaints.
- Follow the process steps using required forms and applications to solve the customers' issues
- Identify and escalate priority issues.
- Route calls to appropriate resource.
- Follow up with customers to make sure all issues are solved.

Academic Qualifications

- Bachelor of Tourism and Hotels Science, Institute of various studies, **Cairo University, Giza, Egypt.** November 2008

Skills

- Team Leadership - Corporate Strategy - Account Management - Negotiation - Solving and Handling Complaints - Customer Service - Customer Satisfaction – Sales – Revenue Generator

Languages

Arabic	Mother Tongue
English	Very Good