

Professional Resume of:



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AREAS OF EXPERTISE

SALES & MARKETING / CUSTOMER SERVICE / PUBLIC RELATIONS / INFORMATION TECHNOLOGY

OBJECTIVE:

Always work ahead of the company's expectations, and prove myself to be one of its valuable assets, also to be liked by the seniors and be respected by fellow colleagues.

CAREER SUMMARY, SKILLS AND ACCOMPLISHMENTS

- ☐ Business Operations Manager with a passion for **Sales and Marketing, Customer Service and Public Relations.**
- ☐ Over 10 years of proven experience in Operations & Business Development.
- ☐ Have excellent sales, accounting, customer service, negotiation, influencing & organizing skills.
- ☐ Proficient in handling General Accounts of organization.
- ☐ Independent, self motivated, able to take responsibilities and work well under pressure;
- ☐ Flexible team player with the demonstrated capacity to learn quickly and apply that knowledge effectively;
- ☐ Resourceful, with the ability to organize and prioritize multiple tasks.
- ☐ Provide high level customer service and customer satisfaction while attending customers.
- ☐ Excellent communication skills, able to interact with customers of different nationality and culture.

EMPLOYMENT HISTORY

Business Operations Manager

Feb 2019-To Date

Al Helwani General Trading, alhelwani-gt.com Damascus

- ☐ Build and maintain strong customer relationship through regular meetings and communications.
- ☐ Provide direction and guidance to internal teams to achieve performance targets.

- ❑ Identify problems in operations process and resolve them in quickly and timely manner.
- ❑ Follow standard operating procedures for efficient business operations.
- ❑ Determine staffing requirements, interview, hire and train new employees.
- ❑ Establish and implement departmental policies, goals, objectives conferring with organizational goals.
- ❑ Ensure that the team is always working on highest priority tasks.
- ❑ Developing learning content in customer friendly terms to explain complex project.
- ❑ Responsible of deployed and release new Mobile App project in market.
- ❑ Conduct research to identify new Channels and user acquisition.
- ❑ Analyzing data from market and consumer studies to generate commercial insights.
- ❑ Manage the development team in terms of application development, database design and support for eCommerce Business.
- ❑ Working closely with the internal marketing team and external marketing to deliver strong brand awareness and seasonal brand campaigns from design to content marketing.
- ❑ Identify and map business strengths and customer needs.
- ❑ Maintains customer database by inputting customer profile and updates.
- ❑ Regularly contact potential and current customers to increase volume or market share.

Operations Officer

Oct 2015-Dec 2018

Yonastar International, www.yonastar.com Dubai, United Arab Emirates .

- ❑ Ensure customer complaints are handled and resolved accurately and quickly.
- ❑ Develop and implement plans to improve operational effectiveness and efficiency.
- ❑ Provide excellent customer service in order to build and maintain strong relationship with customers.
- ❑ Manage contract and price negotiations with office vendors, service providers.
- ❑ Import/Export, Follow up shipments details and update status to customer .
- ❑ Provide guidance to staff in resolving operational issues and problems.
- ❑ In charge of IT support, Purchasing IT equipment's and maintain office system.
- ❑ Provide business support to general manager in order to achieve business goal .
- ❑ Ensure that operational activities are executed within allotted budget and timelines.
- ❑ Perform budget allocation and expense management for all business operational activities.
- ❑ Ensure contracts, insurance requirements, and government regulations and safety standards are followed properly.

Office Administrator**May2013- Sept2015***Levenbert www.levenbert.com**Dubai, United Arab Emirates*

- ❑ Present a professional, welcoming first contact to all clients, funders, vendors, board members, staff, media, etc. – by phone, in person, and email. Responsibility for development & implementation of efficient office systems
- ❑ Responsible for keeping office equipment maintained
- ❑ Responsible for organizational functions and general meeting support: including arranging, follow up calls, maintaining office space schedules ,supplies and copying + faxing
- ❑ Responsible for incoming and outgoing mail, shipping and receiving
- ❑ Responsible for maintenance of common spaces for appearance and functionality
- ❑ Responsible for managing supplies and maintenance of storage areas
- ❑ Provide support for Marketing/Communications; maintain mailing list, assist with mailings and packets, web updating
- ❑ Provide support for Human Resources: interview schedule, applicant pool, resume files, orientation, monitoring time sheets
- ❑ Provide support for Finance; monitor staff credit card purchases and documentation, reconcile monthly VISA bill
- ❑ Receive and record technical and/or application support calls from end users.
- ❑ Provide investigation, diagnosis, resolution and recovery for hardware/software problems. When unable to resolve, escalate to second or third level in accordance with Help Desk escalation processes.
- ❑ Maintain overall ownership of user's issue & service ensuring that they receive resolution within a reasonable timeframe.
- ❑ Provide initial assessment of urgency and business impact on all support calls.
- ❑ Manage service requests, software installations, new computer setups, upgrades, etc.
- ❑ Record incident resolutions in the Help Desk tool.
- ❑ Provide enhancement request feedback to IT regarding technology environment and customer needs through the defined processes.

IT Operations Support**November 2010–Sept 2012***-Alstom Grid www.alstom-grid.com**- Dubai, United Arab Emirates***Duties and Responsibilities Handled**

- ❑ Establishing relationships with users and regional branches and offices
- ❑ Using customers feedback and evaluation data to improve web applications
- ❑ Follow standard help desk procedures and log all help desk interactions
- ❑ Ensured compliance with accepted company policies and practices
- ❑ Carry out maintenance and troubleshooting for hardware of the system and network
- ❑ In charge of troubleshooting connectivity, resolving print server and fax machine problems and Installing Microsoft Office Applications.

- ❑ Actively participated in implementing the Microsoft Windows 2003 in a distributed network environment with different sites in the region.
- ❑ Performing and Verifying weekly backup
- ❑ Responsible of Asset Tag of all devices cross the region
- ❑ Responsible of Purchasing New H/W and entry to inventory tools.
- ❑ Maintain & update asset list details for all S/W and H/W installed
- ❑ Proficient at Installing and testing new software

Regional Infrastructure Engineer

Oct 2009 - Oct 2010

- Areva T&D www.aveva-td.com

- Dubai, United Arab Emirates

Duties and Responsibilities Handled

- ❑ Responsible for network management and troubleshooting
- ❑ Introduced and applied VPN solution for various company site or branches
- ❑ Manage the IP Telephony of Alcatel systems installed over the region
- ❑ Involved in design, deployment and management of wide printing solution
- ❑ Design and deploy the physical lay-out of the network of several branches
- ❑ Setup and maintain WLAN / LAN network
- ❑ Provided consistent supervision and monitoring of implementing the VLAN network infrastructure
- ❑ Ensuring the anti-virus software is installed, properly configured, regularly updated
- ❑ In charge of the network administration for Windows 2000, 2003 and Windows XP workstations
- ❑ Maintaining the database of the respective vendors with details like contact person
- ❑ Maintain and troubleshoot antivirus system like MacAfee EPO and WSUS
- ❑ Act as a single point of contact for interacting with respective vendors and resolving the problems

Courses:

- ▶ **MCITP** Microsoft Certified IT Professional
- ▶ **PMP** Project Management Professional
- ▶ **ILM** Leadership and management
- ▶ **ILM** Time Stress Conflict
- ▶ **CCNA** Cisco Certified Network Associate

ACADEMIC PROFILE

- ❑ Bachelors in Information System
From Al Buraimi University Sept 2004 to Sept 2009

Personal SKILLS

- Project Management
- Able to work alone and under pressure as and when required
- Timely, punctual
- Prepared to work longer than normal office hours
- Ability to plan, organize and priorities projects and tasks effectively

- Self-Motivated
- Attention to detail in all aspects of work
- Generates enthusiasm among team members
- Able to work in team environments
- Has a keen and professional attitude and shows respect for others
- Responds to the needs of team/department and customers
- Analytical & conceptual thinking

PERSONAL DETAILS

Date of Birth	:	November26, 1984
Nationality	:	Syrian
Place of Birth	:	U.A.E.
Marital Status	:	Single
Languages Known	:	English, Arabic (Mother Tongue)
