

MUHAMMAD FAHEEM

SUMMARY

Experienced Branch Manager skilled at managing daily sales floor operations to provide every customer with positive experiences. Focused on strengthening company brand and maximizing customer loyalty. Effectively partner with team members, customers and senior leadership to resolve complex situations and maintain long-term satisfaction.



EXPERIENCE

BRANCH SALES AND RELATIONSHIP MANAGER

03/2025 – Present

AL DAHAB EXCHANGE - DUBAI, UAE

- Lead and manage daily operations of the branch to achieve sales targets and profitability goals.
- Maintain strong relationships with key clients and corporate accounts to ensure customer satisfaction and repeat business.
- Supervise and coach a team of customer service staff and support personnel to ensure high performance.
- Prepare regular sales reports, forecasts, and performance analysis for senior management.
- Ensure compliance with company policies, quality standards, and CBUE regulatory requirements.
- Develop and implement local market strategies to increase customer acquisition and retention.

TEAM LEADER (Customer Experience) 09/2015 – 03/2025

AL FARDAN EXCHANGE LLC - DUBAI, UAE

- Develop and implement CRM strategies to improve customer engagement and retention.
- Coordinate with sales, marketing and service teams to ensure consistent customer experience.
- Handle customer inquiries, feedback and complaints in a professional and timely manner.
- Identify opportunities for upselling and cross-selling based on customer profiles.
- Ensure compliance with data protection and privacy standards.
- Ensure timely follow-up with potential and existing customers to maintain strong relationships.
- Communicate directly with customers to support and resolve complex issues with professionalism and empathy.

CONTACT

ADDRESS: Al Barsha - 01 Dubai, UAE

Contact: 971 56 9658440 **EMAIL:**
bajwafaheem@gmail.com

CORE COMPETENCIES

- Computer Literacy
 - MS Word, Excel, Power Point
 - [40] wpm Typing Speed
 - Upselling, Cross Selling
 - Team management
 - Critical Thinking
 - Multitasking and Prioritization
 - Interpersonal and Written Communication
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LINKEDIN PROFILE

https://www.linkedin.com/in/faheem_bajwa-a83a37100/

ADDITIONAL INFORMATION

- Having Valid UAE (Driving License)

FLOOR SUPERVISOR - 03/2011 - 03/2013

BURAQ SOLUTIONS - Lahore, Pakistan

- Promote culture of customer focus, product knowledge and production solutions to build loyal customer base.
- Support and assist team members in upselling, cross-selling of products and services to close the sales
- Mentor employees in management of complicated sales, complex issues and difficult customers.
- Address employee issues and conflicts to provide input, feedback and coaching.

EDUCATION AND TRAINING

BBA, Bachelor of Business Administration, 11/2018

JAIPUR NATIONAL UNIVERSITY - DUBAI, UAE

Intermediate Of Commerce, 01/2008

PUNJAB COMPUTER COLLEGE - LAHORE, PAKISTAN

Matriculation Of Science, 01/2005

PAR EXCELLENCE SCHOOL - LAHORE, PAKISTAN

LANGUAGES

Urdu: First Language

English: C2 **Arabic:** B2

Proficient

Upper Intermediate

Punjabi: C2 **Hindi:** B2

PERSONAL INFORMATION

- Date Of Birth, 15/11/1986
- Marital Status, Married
- Visa Status, Work Permit
- Nationality, Pakistani
- Gender, Male