

MOHAMED AL AASATH AATHM LEBBE

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Career Objective:

Seeking a challenging and responsible career where I can use my extensive customer service and professional financial skills, with over 6 years of experience in Qatar. I am dedicated to delivering excellent service, optimizing financial operations, ensuring high performance standards and contributing to the growth and success of the company.

Professional Experience:

Al Mirqab Exchange Co W.L.L - Doha, Qatar

Customer Service Specialist - October 2021 - Present

Key Responsibilities:

- Resolve customer complaints, guide them and provide relevant information.
- Conduct telemarketing and field marketing activities to increase customer acquisition promote exchange and remittance services and strengthen client relationships.
- Resolve customer inquiries, complaints, and disputes promptly and professionally to maintain customer satisfaction and retention.
- Maintain and reconcile daily transaction reports, ensuring full accountability and compliance with internal audit requirements.
- Maintaining a positive, empathetic, and professional attitude toward customers at all the times.
- Following all financial and security regulations and procedures.
- Provide adequate and necessary information whenever required to the Head Office, Administration office, or various departments.
- Ensure confidentiality and security of all customer data and financial information.
- Dealing with multiple foreign currencies buying and selling.
- Assist in training and guiding new team members on customer service protocols and system usage.
- Cross-sell financial products and promote company services to enhance revenue and customer engagement.
- Verify identification documents and ensure compliance with Qatar Central Bank and internal compliance standards.

Arab Center for Engineering Studies (ACES) - Doha, Qatar

Operations Supervisor - Jun 2020 to Oct 2021

Key Responsibilities:

- Led a front-line operations team handling 100+ material testing Inquiries weekly, ensuring seamless service delivery.
- Optimized processes, reducing turnaround time for test sample registration by 30% through improved workflows.
- Strengthened client relationships by maintaining proactive communication, leading to a 20% increase in repeat business.
- Issued and negotiated 60+ quotations monthly, ensuring accurate pricing and alignment with project requirements.
- Supervised and trained a team of 4 members, streamlining work schedules and boosting productivity by 60%.
- Implemented pricing updates in coordination with managers, improving cost accuracy and enhancing profit margins by 50%.

Arab Center for Engineering Studies (ACES) - Doha, Qatar

QC Section - Administrator - Oct 2019 to Jun 2020

Key Responsibilities:

- Supervised the dispatch of equipment and personnel across multiple projects, ensuring on time deployment and operational efficiency.
- Tracked daily attendance and processed 100+ overtime approvals per month, optimizing workforce productivity and payroll accuracy.
- Managed 30+ project site labs and supervised a workforce of 150+ personnel, ensuring seamless operations and quality compliance.
- Oversaw inventory control, reducing consumable shortages by 30% through efficient stock distribution and tracking.
- Maintained and updated certifications for 100+ QC staff, ensuring 100% compliance with regulatory and safety standards.
- Administered staff allowances and benefits, improving retention and satisfaction rates through structured compensation planning.
- Supervised the dispatch of equipment and personnel across multiple projects, ensuring on time deployment and operational efficiency.
- Processed and drafted monthly invoices totaling QAR 1.5 Million, contributing to accurate financial reporting and timely client billing.
- Conducted site visits and audits, resolving 85% of commercial and operational issues before escalation.
- Established a centralized database for material test reports, enhancing record accessibility and reducing retrieval time by 40%.

Educational Qualification:

- **Master of Business Administration (MBA)**
University of Sunderland - UK.
- **PGD L7 Diploma in HRM**
OTHM - United Kingdom - UK.
- **Diploma in Information Technology**
British College of Applied Studies, Sri Lanka.

Achievement:

- **Certified Customer Service Specialist (CSS)**
Qatar Finance and Business Academy - QFBA.

Core Competencies:

- Customer Relationship Management (CRM)
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Administrative & Documentation Management.
- Operational Planning & Workflow Management.
- Teamwork in Multicultural Environments.
- Email Communication & Report preparation.
- Team Supervision & Staff Coordination.
- Ability to work under Pressure.
- Quick Learner, leadership & Management.

Languages:

- English
- Arabic
- Hindi
- Malayalam

Personal Information:

- Full Name : Mohamed Al Aasath Aathem Lebbe.
- Date of birth : 03-01-2001.
- Civil Status : Married.
- Nationality : Sri Lankan.
- Visa Status : Transferable work visa with QID.
- Driving License : Valid Qatar Light Vehicle Driving License.

Declaration:

I hereby declare that the above details furnished by me are true and accurate to the best of my knowledge.

Mohamed Al Aasath
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