**PERSONAL SYNOPSIS**

Diversified experience of more than Twelve (12) years in the field of Administration, Hospitality and General Management, in 4 different Multi National Organizations. Presently, serving in a leading local group for General Contracting, Transportation, Quarries and Asphalt Factory (Western Bainoona Group) based in Abu Dhabi, UAE.

**Major Achievements:**

* Received Bonuses in appreciation of efficient throughput.
* Broaden my experience of customer support.
* Broaden my experience as coordinator in group of companies.

**PROFESSIONAL EXPERIENCE**

Administrator / Coordinator (Assets Management Department) August 2010 – Till Date

**WBG (Western Bainoona Group) - ABU DHABI. UAE**

WBG is one of the leading local groups for General Contracting, Transportation, Asphalt and Quarries based in Abu Dhabi.

**Major Roles and Responsibilities:**

* Providing secretarial and administrative support to Assets Manager.
* Coordination with Project sites and Heavy Equipment Section for management and record keeping of company’s assets using ERP system (ePromis).
* Coordination with Assets Supervisors and other team members.
* Arranging regular monthly meetings of Professionals of department and keeping the seniors up to date by briefing and presentations.
* Preparation of Weekly and Monthly reports.
* Coordination with accounts / finance department through ERP system (ePromis): -
1. Passing Assets related JVs, arrangement of all the documents relating to complete the record of assets (quotations, approval, delivery note, receiving note, invoice submission).
2. Proper record and allocation of depreciating for assets by straight line method in accordance with the departments and cost center, reconciliation of Capital Work in Progress (CWIP).
* Supervision of internally manufactured furniture, caravans and miscellaneous repair.

**PROFESSIONAL EXPERIENCE**

CSR (Customer Services Representative) January 2009 – July 2010

**WARID TELECOM (Abu Dhabi Group) – Lahore, Pakistan**

Warid Telecom (GSM) is a joint venture of Abu Dhabi Group and SingTel, which is one of the major and largest telecom network operating In Pakistan and Bangladesh.

**Major Roles and Responsibilities:**

* Reporting a variety of customer issues, problems and priorities simultaneously to BCM (Business Center Manager) with gathered information on the needs of customer.
* Worked on TABS (i.e. Telecommunication Administration & Billing System), as per daily operations.
* Providing Technical Assistance to all Warid & Wateen Employees & Franchisees as well as Affinity partners of Warid regarding their queries & Technical issues.
* Achieve daily & monthly targets according to the standards set by the company.
* To ensure that each & every customer gets the solution to his problem.
* Analyze different issues & escalate them to the relevant department for their solution.
* Inbound & outbound customer calls and problem solving.
* Preparation of Weekly and Monthly reports.

**PROFESSIONAL EXPERIENCE**

Executive Planning / Marketing January 2003 – January 2009

**Daewoo Pakistan Express Bus Service Pvt. Ltd. – Lahore**

Daewoo Pakistan Express is one of the largest and only multinational transport companies operating in almost all the major cities of Pakistan.

**Major Roles and Responsibilities:**

* Survey to all the Terminals and record the existing fixed assets of company.
* Track and record of company’s Assets.
* Coordination between Head Office, Terminal and Workshop to ensure the proper flow of information & instructions.
* Preparation and proper execution of marketing plans for the company.
* Management of publicity material and related stuff.
* Providing secretarial and administrative support to Planning Manager.
* Reconciliation of payments / receipts with Accounts department for Leased Property and Branding on Buses and Terminals.
* Keeping the seniors up to date by briefing and presentations.
* Inspection of Terminals/Departments on regular basis.
* Customer Care and Feedback.

PROFESSIONAL EXPERIENCE

DEO/QC (Data Entry Operator/Quality Controller) January, 2000 – March 2001

NADRA (National Database & Registration Authority), MINISTRY of Interior, Pakistan.

Have worked in the capacity of Data Entry Operator in beginning and after that promoted as Quality Controller on world largest data entry project.

**Major Roles and Responsibilities:**

* Data Entry
* Editing of Data (sentence structure, grammatical check, spell check etc.)
* Supervising the data entry process data entry and final checking.
* Maintain the quality, speed and accuracy of work.

Skills Proficiency

* Strong consultative, interpersonal, strategic thinking & **problem solving** skills.
* Self-motivated, dedicated, hardworking, honest & **mature individual**.
* Having strong leadership skills, analytical & **focused approach**.
* Ability to **multitask** with maximum accuracy.
* Accept new tasks as challenge with provision of best skills.
* Heading department in absence of Department Manager.

Educational Attainments

* 2001 – 2002 B. Com. (Bachelor of Commerce) Punjab University, Lahore
* 1999 – 2000 ICS (Inter in Computer Science) BISE, Lahore
* 1997 – 1998 Matriculation BISE, Lahore

IT Skills

* Microsoft Word, Microsoft Excel, Microsoft Power Point, Microsoft Outlook Express & Net Browsing.

Personal information

Visa Status : Residence

Date of Birth : September 25, 1983

Nationality : Pakistani (Muslim)

Marital Status : Married

Languages Known : English, Urdu, and Punjabi. (Spoken and written),

 Arabic (spoken & reading work related).



**Gulfjobseeker.com CV No:** **1482774**