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13 years of professional experience in Office Administrations, Retail, and Human Resources with industries focused in Luxury Retail, Construction, Logistics and Aviation.

**PROFESSIONAL QUALIFICATIONS**

* 9 years of solid UAE experience in Admin and HR
* Holds a Certification in Advanced Human Resources
* Strong leadership skills with a Supervisory-level experience
* Strong IT skills: Well-versed in Microsoft Office, Sales & HR (Oracle & ERP System), Basic Accounting Software (Peachtree)
* Fluent in English, Basic Japanese and Filipino as mother tongue
* Technical & Luxury Watches & Jewelry Certified

**EMPLOYMENT HISTORY**

**Human Resources Assistant June 2015-Present**

**Abu Dhabi Airports Company (ADAC)**

* Working closely with various departments particularly in Employee Services & HRBP, assisting line managers in providing documents for business cases, job descriptions forms for implementation of policies and procedures;
* Liaising with a wide range of people involved in HR Employee Services department such as staff performance and Leave Applications;
* Recruitment support - this includes job descriptions and person specifications, preparing job adverts, checking application forms, shortlisting, and interviewing candidates;
* Expedite documents to HRBP’s for developing and implementing policies on issues like working conditions, performance management, equal opportunities, disciplinary procedures and absence management;
* Preparing staff handbooks;
* Advising on pay and other remuneration issues, including promotion and benefits;
* Assist in dealing with grievances for implementing disciplinary procedures;
* Support the line managers in considering immediate and long-term staff requirements.

**Office Administrator cum Accounts December 2014- June 2015**

**Executive Business Center-Abu Dhabi**

**Accounts:**

* Records all EBC Accounting transactions and submits report to Management when needed.
* Issues invoices to clients for the rental payment
* Provides invoices to tenants for their Monthly charges
* Collects payments; Issues receipts and deposits payments in the bank
* Prepares Vouchers for payment and releases payment to vendors and suppliers.
* Ensure rental payment is credited to the bank account before contract signed by Chairman
* Advising reminders for payments to tenants
* Collect returned cheques books; Request new cheque books
* Process commission payment to our agents
* Prepares Monthly Bank reconciliation
* Prepares payroll for EBC staffs

**Administrator:**

* Always ensure that the business center is operating well
* Work closely with the Marketing department in getting new clients
* Provides quotations to prospective clients
* Negotiating agreement and price with prospect client
* Providing EBC office information to the existing and potential clients by email, tele conversation, discussion etc.
* Discussion on terms stated in the tenancy agreement with existing and potential clients.
* Prepares tenancy agreement for the new tenants and renewing tenants
* Attends to any complaints from client, Telephone, internet, air conditioning, mail received, staff’s attitude etc.
* Manage staffs of Executive Business Centre to ensure that they are performing their jobs well.
* Advising clients thru letters for the renewal of their contracts.

**Office Administrator July 2012 - December 2014**

**El-Afifi Engineering Consultants -Abu Dhabi**

* Devising and maintaining office systems;
* Responsible for the general administration of office operations including, but not limited to; answering phone calls & queries related to the Management, greeting visitors who arrive at the office, sorting, copying & filing mails from clients/contractors, managing basic office needs & maintaining supplies inventory (i.e. Printer cartridges, photocopier toner, paper, etc.),
* Using content management systems to maintain and update internal databases;
* Attending meetings, taking minutes and keeping notes;
* Managing and maintaining budgets, as well as invoicing and involve in accounts department - Liaising with staff in other departments and with external contacts; -
* Recruiting, training and supervising staff and delegating work as required;
* Maintains important records of various certifications of the company licenses.

**HR Recruiter**

**(Internship for Nadia Training Institute) March 2014-May 2014**

**NADIA Recruitment Consultancies**

* Assist in the recruitment process by screening the candidates’ CVs from the company’s career portal and other external service providers
* Review applications and shortlist relevant candidates
* Prepare candidates’ profiles to be forwarded to the client for review
* Brief the candidates on the required role, i.e. job description, salary package, benefits, etc.
* Coordinate with the client on the progress of their job requirements

**Shop Manager/ Acting Coach & Trainer**

**Ahmed Seddiqi and Sons-Dubai February 2008-May 2012**

**Guess,Tag Heuer & Baume & Mercier Luxury Watches**

* Perform administrative which includes but not limited to assisting in the recruitment of new sales staff, induction, manage staff schedules, evaluate staff performance, and training; Maintain & update Product knowledge (Trainings & Seminars)
* Responsible for providing Excellent Customer Service techniques trainings within the region.
* Manage & distribute staff schedules and staff performance evaluations.
* Supervise sales staff and maintain the showroom, ensuring that Sales objectives are met and motivating the team to achieve targets.
* Handle customer questions, complaints, and issues; Maintaining good relationships with clients and ensuring their loyalty and satisfaction.
* Utilize information technology to record sales figures, for data analysis and forward planning.
* Maintaining operations by initiatives coordinates operational personal policies and procedures.
* Achieve monthly sales targets - Promoting the Brand as per the company policy

**Executive Assistant/Office Manager March 2004-January 2008**

**Cosko Export & Import Inc. –**

* Answers and screens phone calls and relays telephone & fax messages if required.
* Transcribes drafts, proofreads and revises correspondences, memos, and minutes of the meetings and types confidential documents.
* Prepares travel arrangements of the company’s Managing Director and all Department Managers including visiting clients/suppliers.
* Schedules and coordinates appointments and meetings with various clients & suppliers
* Sorting and distributing incoming post and organizing and sending outgoing post.
* Diary and Calendar Management, ensuring that the Managing Director is updated for his scheduled appointments.

**EDUCATION & PERSONAL CERTIFICATIONS**

Advance Human Resources Certificate

* Nadia-ME – Abu Dhabi

Bachelor in Business Administration Major in Management

* Richford University – USA (Distance learning)

Undergraduate Degree in Secondary Education Major in English

* Jose Rizal University – Philippines

**Certifications – Dubai & Abu Dhabi**

* Basic Sales & Management Ahmed Seddiqi and Sons,2008
* Selling Techniques & Luxury Culture Esprite de Luxe, 2009
* Technical Product Training Tag Heuer LVMH 2009 & 2010
* Mashreq Bank Fraud Awareness Program Mashreq Bank ,2010