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**ABDUL**

[**ABDUL.266293@2freemail.com**](mailto:ABDUL.266293@2freemail.com)

**OBJECTIVE**

To be a successful leader in Business management where I can utilize my potential and capabilities to achieve the organizational objectives and seize the opportunities for professional development.

**AREA OF EXPERTISE**

|  |  |  |
| --- | --- | --- |
| Admin and HR management | Sales & Marketing | Property management |
| Facilities management  Document Control | Asset & Inventory management  Team management | Government relations  Operations management |
| Fleet management | Procurement | Budget and cost control |

**PROFILE SUMMARY and SKILLS**

A result driven self-motivated Business Support professional with more than 17 years rich experience in various gamut of HR, ADMIN and Operations along with and Sales Background in the UAE. Hands-on experience in establishing and monitoring systems and procedures for strategic planning, day- to-day operations and effective utilization of all facilities.

Ability to:

* Manage multiple assignments and projects independently and simultaneously
* Prioritize conflicting needs/tasks and handle matters expeditiously
* Anticipate potential problems and initiate corrective actions to avoid them
* Explain complex information clearly and simply
* Analyze and research information
* Ability to work under pressure and meet deadlines
* Handle sensitive and confidential situations
* Operate complex and standard office equipment
* Understand strategic business requirements
* Sound knowledge of processes, rules and regulations of Immigration and Free Zone Formalities
* An effective communicator with good planning, leadership, decision making, negotiation and problem solving skills
* Experienced in working in multinational & multicultural environment

**CORE COMPETENCIES**

* Adaptable, Optimistic and flexible
* Time, space and task management
* Proactive & team player
* Communication skills
* Business understanding & client service
* **Computer/Technical Skills**
* Analytical and Critical Thinking
* Relationship-Building
* Willing to go the extra mile

**BUSINESS VERTICALS**

Construction, Publishing / Advertising, Electronics, FMCG & Real Estate / Property Development, Information Technology, Education, International Trading.

**CAR E ER HISTORY**

|  |  |  |  |
| --- | --- | --- | --- |
| **Company** | **Job Role** | **From** | **To** |
| ZENISES Group DMCC, Dubai | Administration & HR Manager | 01-Apr-16 | 20-Dec-16 |
| GEMS Education Solutions, Abu Dhabi & Al Ain | Administration Manager | 01-Jun-10 | 27-Dec-15 |
| 3i Infotech Limited, Dubai | Senior Admin Executive | 20-Apr-08 | 15-Feb-10 |
| Abbasi Group, Dubai | Executive Assistant | 24-Dec-06 | 16- Apr-08 |
| Dubai Enterprises, Dubai | Sales Executive cum Admin Officer | 15-Jan-06 | 20-Dec-06 |
| The Twenty First Century Publishing House, Dubai | Administration Officer | 22-Apr-03 | 10-Jan-06 |
| Bin Hafez Contracting, Dubai | Project Secretary | 01-Jun-99 | 15-Apr-03 |

**CAR E ER HISTORY (BRIEF)**

**Apr 16-Till Date ZENISES DMCC, Dubai as Administration & HR Manager**

**Administration:**

* Oversee all day to day Management and operations in the administration and general Office duties.
* Plan and implement office systems, layout and procurement.
* Understand office operating policies and procedures to ensure appropriate organizational decision making protocols are followed.
* Approve PRO related decisions, visa processing, license renewals, medical insurance, all immigration and

Legal / governmental paperwork.

* Discuss with heads of departments to understand the overall performance and resolve issues.
* Monitor the stationery related expenses of the office and to provide adequate options for office in terms of cost saving.
* Incorporating and maintaining offshore companies in offshore jurisdictions like BVI, Cayman Islands etc.
* Monitor physical appearance of the office and coordinate with office boys for necessary cleaning.
* Review and approve supply requisitions of each department and staff transportation related expenses.
* Oversee and manage diary and travel, including hotel bookings, visas, accommodation, business meetings for the staff and management.
* Coordinate with PRO for application of visas at embassies and consulates for staff and CEO. Visit personally for work related to CEO and family.
* Carry out trouble shooting for maintenance of PC's of employees in terms of installation and settings.
* Monitoring CEO’s DFM account, ensuring dividends are credited on time.
* Coordinating with PR agencies for new Press Releases.
* Carry out all tasks requested by CEO.

**Human Resources:**

* To evaluate the manpower requirements of the company divisions as per request given by Dept Head or CEO.
* Prepare job descriptions post recruitment. Working closely with the Department Heads to prepare the same.
* Follow up with respective Dept Heads to update CEO on the tasks assigned to them and update CEO with their report.
* Ensure the confidentiality of the work involved is maintained.
* Preparing monthly payroll, leave management and maintaining staff documents through HRMS.
* Meet recruitment firms for our requirements, negotiate and conclude contracts.
* Carry out man power requirement advertisements in local dailies.
* Evaluate and shortlist CV's based on our requirements and arrange for interviews.
* Listening to grievances and implementing disciplinary procedures.
* Consider immediate and long term staff requirements in terms of numbers and as per the planning by management.
* Handle salary reviews, benefits and promotions.
* Maintain the Time and Attendance report of the company.

**Property Management**

* Manage CEO’s Investment Portfolio in UAE, India, UK, South Africa and Malaysia.
* Finalize and monitor Fit-out work from inception to completion of commercial properties in UAE.
* Responsible for obtaining necessary approvals from Developers, financers and concerned authorities.
* Arrange mortgaging and re-mortgaging of new and existing properties.
* Manage and review all Facilities Management related requirement for CEO’s villa in Emirates Hills.
* Manage and review AMCs of CEO’s properties.
* Representing the owner at building owners association.

**Jun’10-Dec 15 GEMS Education Solutions - SIP, Abu Dhabi as Administration Manager**

**General Administration**

* Coordinate and resolve day-to-day operational and administrative challenges.
* Assists office staff in maintaining files and databases.
* Prepare reports, presentations, memorandums, proposals and correspondence.
* Track office supply inventory and approves supply orders for office and reprographics department handling training. requirements for 72 schools according to the budget allocated to the project.
* Ensure cost effective ordering and manage the relationships with key suppliers.
* Handle timely lease renewals of 140 staff apartments / villas, offices in Abu Dhabi and Al Ain.
* Procure for office and staff accommodations.
* Inventory and asset management (including asset condemnation).
* Manage boarding process for new staffs including work permits, visas, medical tests, Emirates IDs, orientation, office space allocation and accommodation.
* Negotiate and administer service contracts, leases and handling tenant communications.
* Manage equipment repairs, office modifications, company fleet.
* Provide assistance to Directors for new projects in preparing, submission of bids and tenders.
* Administer the duties of office assistant and driver, recognizing and rewarding their extra efforts.
* Present comparisons on costs, risks, and benefits and held team meetings on a case-to-case basis.
* Ensure that security, hygiene and cleanliness standards are met in the office premises and handle complaints.

**Human Resources**

* Assist HR Officer in induction of new hires including the handover of assets, access cards, policies and agreements, processing exit formalities.
* Supervise the Employee handbook, making sure that all the policies are compliant with the labor laws of UAE.
* Manage and ensure company follows UAE Labor law and advising management about the required changes.

**Facilities Management**

* Managed two offices and staff accommodations in Abu Dhabi and Al Ain to maximize use of the facilities –coordinate work assignments with contracted maintenance companies and building engineering staff.
* Maintain the conditions of office and arranging for necessary repairs, oversee the scheduling, maintenance and monitoring of cooling, ventilating and utility systems to ensure efficient operation.
* Manage and supervise equipment repairs and maintenance, space planning and facilities acquisition service.

**IT Helpdesk**

* Resolve problems in various installations, hardware, office automation functions.
* Assist in preparation and submission of monthly KPI to Abu Dhabi Education Council.
* Provide basic troubleshooting activities, such as network connectivity, system hangs, printing problems etc.

**Accounts and Finance**

* Preparing and controlling administrative and housing budget. Keeping records for all the expenses.
* Manage all incoming invoices and following up vendor payments.
* Manage quarterly admin auditing report.
* Coordinate with finance department with regards to renewal of company licenses and timely renewal of leases of offices and staff accommodation.

**Government Relations**

* Survey Government offices in regard to registration of new offices, its renewals and other annual compliance matters.
* Company incorporation.
* Process power of attorneys, signature authentication, labor and immigration computer cards for new offices.

**Apr’08-Feb’10 3i Infotech Limited, Dubai as Senior Administration Executive**

**Regions Handled:** Middle East, Africa, Russia and CIS Region

**Roles & Responsibilities:**

Managed travel for more than 300 resources i.e. Inbound and Outbound Visas, Tickets, Accommodation and Airport transfers within the region

Looked after:

* Leasing, maintenance, space allocation, coordinating office layout and purchasing new furniture, fixtures and equipment’s for new offices and apartments within the region.
* Security, maintenance, and general up keep of the Dubai and Sharjah office
* Renewal of insurance and licenses
* Provision of office security access passes

Liaised with:

* Legal Department for setting branches in the region and prior to submission of new Lease and vendor (Sales) agreement and with Free Zone Authorities in TECOM & SAIF Zone.
* Vendors, Suppliers, Landlords and Agents for preparing purchase orders, generating contracts and agreements and supervising deliveries.
* Product Sales and Delivery heads based in the Branch offices in the region (Middle East, Africa, Russia & CIS).

Handled activities related to:

* Staff transportation, mail distribution, utility payments, NOCs, Salary Certificates and Service Letters.
* Special events for employee get together and celebrations in hotels, yachts and desert safari’s.
* Special projects as requested by Manager and delivered them before deadline.
* Performance appraisal, attendance and leave verification for department.

Generated:

* Standard operating procedures for office to ensure efficient personnel management under the guidance of Vice President- HR and Admin.
* Monthly occupancy reports for guesthouses within the region and ensured that charges were debited to respective business.
* Requisition and purchase order for all office requirements.
* Administered purchase activities including negotiation, buying and pricing, tracking, out sourcing and in sourcing office equipment, media materials, stationery items and other accessories.
* Efficiently streamlined operations by setting priorities and eliminating redundant routines.
* Accountable for sanctioning payments for office and guesthouse related expenses and updating occupancy and stock registry of guesthouse and ensuring proper evacuation procedures are in place in case of an emergency.
* Implementing company policies and ensuring employee compliance.
* Steered efforts for enhancing overall office efficiency by formulating new systematized forms and office procedures.
* Submitted monthly time and attendance detailed reports to HR Division for monthly payroll.

**Dec’06-Apr’08 Abbasi Group (Into Tobacco, Textiles, Property Development, e-Commerce and Chain of Restaurants), Dubai as Executive Assistant**

**Roles & Responsibilities:**

Accountable for:

* Filtering emails, diary management, updating his Things-to-Do, travel management (multiple sectors), fixing appointments, meetings with Department/Business heads and other committee members.
* Greeting VIPs at Majlis.
* Establishing work priorities and allocating work to office support staff.
* Managed high profile contacts on behalf of Chairman’s Office.
* Take action/refer information to appropriate Business Heads for further action. Follow up on status and report progress to the Chairman.
* Provisioned secretarial support involving handling of top/confidential correspondence and document flow, screening telephone calls, attending visitors and directing various queries to relevant departments.
* Steered efforts for enhancing overall office efficiency by formulating new systematized forms and office procedures.
* Organized internal and external high profile meetings within the UAE and outside the UAE.
* Organized meetings for the Chairman with VVIP’s and Senior Dignitaries in the UAE and international locations
* Arranged Hotel, Logistics and Permits for VVIP’s, .i.e. Chairman’s, CEO’s and Senior Directors from partner company’s in Europe, Middle East and Africa attending Cityscape, Arabian Travel Market and Gulfood Exhibition.
* Represent the company’s property during CityScape, Arabian Travel Market & International Property Show.
* Coordinated with Audit firms for due diligence reports for International property evaluation.
* M o n i t o r ed p r o p e r t y l a u n c h e s a n d attending them on behalf of the Chairman.
* Recommended changes in office practices and procedures, provide information to employees about new policies and systems.
* Arranged booking, buying, selling and transferring of Chairman’s private property with Nakheel, Emaar, Deyaar, Dubai Properties, Dubai Maritime City and Limitless.

**IT SKILLS**

Well versed in MS Office and Internet Applications

**EDUCATION**

* General Management Program from IIM, Ahmadabad, India in 2013
* Bachelor of Commerce from Wisdom Educational Institute, Dubai, in 2003
* Lower Secondary & Higher Secondary from New Indian Model School, Dubai

**PERSONAL DETAILS**

Date of Birth: 11th October, 1978

Languages Known: English, Arabic, Hindi, Tamil and Malayalam

Nationality: Indian

Marital Status: Married

Visa Status: Residence

Driving License: Valid UAE Driving License

**REFERENCES**

Will be furnished upon request.

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