**First Name of Application CV No 1640256**

Whatsapp Mobile: +971504753686



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**OBJECTIVE**

I am interested in working with an organization, where I can utilize my potential to its extent which I have gained from extensive learning & practicing. Acquire Skills and strengths that are necessary for successful job performance for number of different career fields in **a way that is mutually beneficial to both myself and my employer and allow for future growth and advancement.**

**AREAS OF EXPERTIES**

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| * Administrative Support * HR Department Support * Customer Services * Office procedures * MS Word, Excel and Access * Finance Procedures/ Basic Accounts and (NORIS,SAP,Tally) * Events/Conferences/Meetings | * Estimating/Purchasing/LPO * Procurement Assistance * Back Office * Executive Assistance * Data Entry/Analyst/Management * Supply Chain * Travel Logistics * Inventory Management |

**KEY SKILLS**

* A quick learner who can absorb new ideas and experienced in coordinating, planning and organizing a wide range of supporting activities.
* Knowledge and ethics of practices for office administration and organization.
* Comprehensive knowledge of Microsoft Word, Outlook, Excel.
* Profound ability to work effectively either alone or as part of a team.
* Ability to understand and handle different applications.
* Ability to Assist Senior Management
* Ability to organize, prioritize and work under extreme work pressure, heavy work load and deadlines.
* Effective organizational skills.­­
* Problem analysis, use of judgment and ability to solve problems efficiently.
* Good written and verbal communication skills
* Tolerant and flexible, adjusts to different situations.

## WORK EXPERIENCE

## Alcon Services AG – A Novartis Company

***December 2013 – December 2015***

**Designation: Assistant Administration**

**Assistant to Technical Services & DTC - Surgical Department**

* Organize trainings for DTC (Dubai Training Center)
* Update list of registered trainees.
* Customer satisfaction survey from
* Co-ordinate travel arrangements which includes flight bookings, hotel accommodation. Airport transfers and visa applications for Engineers (Trainees) from different countries.
* Source Training material of relevant trainings; prepare LPO get approvals by providing different quotes for comparative bidding, ensure material quality and follow-up vendors for delivery on Time.
* Maintain records of Trainings, update records and send it to the Manager of DTC
* Certificate Dispatching to the Engineers who complete their training From DTC.
* Surgical Equipment Stock Sheet.
* Shipment to France for Tools Calibration, Exchange and Repairing.
* Keep track and records for calibrated tools and fully coordinate with Alcon France regarding sending /receiving tools.
* Custom Duty claim from Finance to receive equipment from France.
* Arrange all supporting documents required to clear the surgical equipment from France Custom.
* Prepare Monthly Expense Claim sheets, attach receipt/explanation of each expense, get mandatory approvals and submit it finance.
* Coordinate for projects if required.

**Procurement Assistance**

* Maintains workflow by studying methods; implementing cost reductions; and following reporting procedures.
* Provides information by answering questions and requests to complete the contract with company.
* Search new Vendors and propose it to Sourcing Specialist.
* Maintains supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies.
* Primary Support to Procurement Department for new Vendor Creation and contractual payment procedure( Credit Facility)
* Receive deliveries from Vendors forward it to the specific department and ensure all supporting documents are signed by Authorized Person of Dept. on the time of delivery for payments.
* Scanning, uploading and tracking of invoices (Purchase Order Management Database)
* Arrange meetings for Sourcing Head with different vendors and prepare all required documents required in discussion.
* Screening and matching of invoices as per the contracts and agreements
* Coordinate and facilitate the requirements of International auditors, funding partner’s auditors and internal auditors.
* Work closely with the members of the team, as well as rendering administrative assistance to all sections.

**Export/Logistics All Departments (Surgical, Pharma, Vision Care & Regulatory Affairs)**

* Follow-up orders and shipments schedule with the warehouse and shipping forwarder, to ensure that the orders are shipped on time.
* Coordinate with the forwarder for the shipping documents and shipping details, same to be provided as well to the distributors and keep customers updated regarding their orders status.
* Send Pro Forma invoice as a confirmation to the distributors.
* Prepares Commercial Invoice & Packing List to be sent to the shipping agent and customer along with the COO or AWB
* Deal with the matters of related to custom clearance.

**Accounts/Purchase/Back Office**

* Handling Petty Cash claims and payments.
* Looks after Accounts Payables.
* Resolves administrative problems by coordinating preparation of reports, analyzing data, and identifying solutions.
* Ensures operation of equipment by completing preventive maintenance requirements; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques.
* Completes operational requirements by scheduling and assigning administrative projects; expediting work results.
* Resolve payment issues by coordinating with Finance department.
* Confirm and submit Cross Charge details to finance for Pharma/Surgical/Vision Care & Regulatory affairs freight costs.
* Contributes to team effort by accomplishing related results as needed.

## Nissan Middle East

***September 2012 – May 2013***

**Designation: Administration Executive**

* Perform several secretarial tasks such as answer telephone, make appointments, make travel arrangements, record keeping of marketing and sales documents, Purchase orders, payments and petty cash.
* Responsible to handle and enter purchase orders in different application i.e. NORIS and SAP.
* Responsible for having approval of purchase intents / LPO and submit it to finance.
* Update of all agencies for PO and payment status.
* Follow up finance and keep track for all payments.
* Responsible to have approval and claim petty cash.
* Create and modify documents, make Power Point presentations if necessary, copy, print materials.
* Responsible to prepare /send and receive couriers within UAE and different countries.
* Responsible to send and receive signed MOU’s and maintain records for the same.
* Checking and receiving from of marketing vehicles for test drives from Arabian Automobiles.
* Handle the operating budgets and make sure not to exceed expenses.
* Assist administrative team members during national and international events or conferences.
* Responsible to maintain stock report for marketing items used for events and promotions of vehicles.
* Tabulate and retrieve the Team’s official expenditures and claims

## TAGS General Trading L.L.CL.C

***December 2010 – May 2012***

**Designation: Assistant Administration and Customer Services**

**Customer Services :**

* Guide customers regarding problem and explaining to them regarding the products.
* Make calls and provide assistance as and when required by the customer, irrespective of day and time
* Manage account of customers.
* Send monthly invoices and follow up customers for monthly and due payments.
* Answer direct Customer Services Help Line Number.
* Manage and check all customer’s payments/ Receivable/Customer collections.
* Send all customer’s records and reports to Account Manager at head office in Lebanon.
* Internal checking with relevant departments and inputting of the details into the database to ensure that the customer order as per the LPO is accurate and complete and the products are delivered in a timely manner.
* Keep updated files of customer contacts to ensure accurate records and that the customer can be contacted at any time.

**Logistics:**

* Maintain all Shipping Documents and Records.
* Typing and arranging mandatory documents for shipment clearance at customs i.e. original documents from supplier, packing invoice.
* Follow up with Shipping Agents for Shipment clearance.
* Make arrangements for the shipment to be in the Warehouse.
* Follow up the checking and counting of stock at the office / warehouse.
* Update the data into the stock sheet after every new shipment.
* Total Sold stock’s Record / Inventory
* Total stock’s Delivery Record / Inventory
* Type and manage delivery orders for in and out of the stock from the warehouse and office.
* Send daily, weekly, monthly and yearly reports to the head office in Lebanon.
* Process different types of orders which includes recording information such as non-availability of items, delay of delivery service, vintage , pricing and all other issues that might affect the timely delivery of customer orders to ensure a consistent and effective service

**Accounts & Administration:**

* Prepare and manage correspondences, reports, paper works and documentation as required by the manager.
* Handle payroll processing and entries & WPS.
* Handel in / out Couriers.
* Handel all documents related to the Insurance of Office’s Vehicles.
* Manage monthly bills/payments for Telephone lines, Toll free number and DEWA.
* Provide word-processing and secretarial support. - Obtaining all necessary approvals and documentation for the company.
* Handle Accounts Payable / Supplier Bills validating, Accounting and payment processing.
* Check and mark attendance of staff.
* Handle and manage office supplies, conference room and meetings, faxing /scanning and other general requirements of management and staff.
* Book hotels and tickets reservation whenever required.
* Manage and record receivable cash and cheques.
* Keep record of correct due dates of payments.
* Issue correct receipts for the amount that is paid with the right dates and calculations.
* Report head office for daily issued cheques and transactions.
* Maintain accounts of all expenses including Petty Cash.
* Ensure all bank transactions are correctly recorded.
* Keep an update of bank account with Credit Debit Sheet.
* Print and keep records for issued cheques / Transfers / Deposits.
* Keep records of all payments/ Invoices / Ledger.
* Review and edit reports daily, weekly, monthly and yearly reports to the head office in Lebanon.
* Manage manager’s work list and do needful reminders/follow-up within the given time.

## Medialogic Pakistan (PVT) Ltd. (Channel’s Monitoring - Telecontrol / GFK)

***June 2008 up to June 2010***

**Designation: Assistant COO**

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| PROJECTS **Oman Insurance Company (P.S.C) – Dubai**  ***September 2012 – November 2012***  ***As a Data Analyst***  Check all client’s policies and coordinate with supervisors and facilitate in resolving issues in policies. Monitor and perform all timely assessment for all policies issues. Administer all data for customer’s policies and update in application (software).Organize and determine defects for data and prepare appropriate resolutions. Perform internal cross checks and determine quality improvement. Coordinate with team and ensure accuracy on all deliverables and prepare summaries.  **Synergy Advertising and Marketing Corporation** (Lahore, Pakistan)  ***December 2006 – May 2007***  ***As an Assistant Account Manager***  Synergy was launching 3 days seminar on marketing by PHILIP COTLER (the marketing GURU) in royal palm to share the new marketing strategies for all senior business men and professionals. This seminar was live broadcasted from UK via satellite for the first time in Lahore, Pakistan. I was designated as an Assistant Account Manager of this project. I was managing all Data (Hard / Soft), invitations and customers for this project. |

Bringing Measurement Techniques to Pakistan, Medialogic has been set up specifically to address the growing needs of Pakistan’s Media industry. Be It advertisers, Media Agencies or the Broadcasters, Medialogic aims to provide accurate and reliable data to its clients through modern measurement techniques that will revolutionaries the way we consume media information. Medialogic has teamed up with one of the biggest names in Media research Telecontrol GFK to bring cutting edge technology in people meters to Pakistan. Telecontrol is a subsidiary of global research powerhouse GFK that specializes in TV measurement.

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| EDUCATION **Higher Diploma Arena Multimedia Institute –Aptech Worldwide 2009**  (Majors: Software Handling / Project Management)    **Certificate** **Arena Multimedia Institute –Aptech Worldwide 2008**  (Print Media, Publishing, Post Production) |
| **Intermediate ( 12th Grade) Gulberg College of Lahore** **, Pakistan** **2006**  (Majors: Math, Stats, Economics) |
| **Matriculation (10th Grade)**  **Naya Aligarh Higher Secondary School, Lahore Pakistan** **2003**  (Majors: Biology, Chemistry, Physics) |

**IT SKILLS**

MS Office – Word , Excel, Outlook, Access, Power Point

Tools – NORIS, SAP, Tally

Software – Coral Draw, Illustrator, Photoshop, 3D Studio, Maya