 (MBA General)

* Address: Hor Al Anz, Dubai (U.A.E) •
* • Visit Visa (Till 6th April 2017)
* ***Can Join immediately*** • 5 Years’ Multitasking Experience

**Personnel Summary:**

***As Admin Officer****:* A highly resourceful, flexible, innovative, & enthusiastic individual who possesses a considerable amount of knowledge regarding administrative and office procedures. A quick learner who can absorb new ideas and is experienced in coordinating, planning and organizing a wide range of administrative activities. Well organized and an excellent team player with a proven ability to work proactively in a complex and busy office environment.

**•** ***Recruitment •******Clerical Duties •******Mail Distribution & Drafting Distribution •******Diary Management & Report Creation •******Database Maintenance •******Office Administration***

***As Project Coordinator****:* A results driven, self-motivated & resourceful project coordinator with an in depth understanding of all aspects of project coordination and implementation. Experience of supporting the delivery of new and existing products & business enhancements that enable individuals and organizations to improve the quality and productivity. Well presented with excellent communication skills and having a commercial approach to solving problems and developing business.

**•** ***Risk Management •******Quality Assurance •******Performance Reviews •******Execution Planning •******Event Management •******Organization, Planning and Priority setting***

***As Customer Relation Officer:*** A motivated, resilient and compellingly persuasive individual who loves nothing more than helping customers resolve their problems or find things that they want. Having a professional appearance and a respectful, business-like manner, Abrar is a service orientated professional who is very confident when handling enquiries, complaints, and communications. He is a team player, who is able to work to timely demands and effectively manage multiple workloads

***• Customer Satisfaction •******Managing Customer Data • Telephone Etiquette •******Email Handling •******Customer Secrecy • Managing Expectation • Resolving Problems***

*Right now looking for* ***any suitable position*** *with a company that has a unique spirit and which not only believes in giving people the freedom to do a great job, but will also supports them in achieving their future ambitions.*

Professional Experience:

*May 2015 - Nov 2016*

***Working as Admin Officer***: *Responsible for Planning and scheduling upcoming admission dates. Preparing all necessary materials about courses information, which are offered in semester. Arranging admission test and interview Orientation session with students, facilities and carrier counseling.*

* *Dealing with all enquiries from prospective students via telephone, e-mail and social media and ensuring all relevant data is captured.*
* *Ensuring excellent and speedy customer service delivery.*
* *Loading application data onto the system*
* *Referring any applications for consideration to the Admissions Head of Admissions*
* *Dealing with student requests to cancel, transfer and defer*
* *Processing all decision on the system regarding student applications and where applicable making sure offers are sent out promptly.*
* *Requesting further information to support student applications*
* *Ensuring all scholarship students are correctly identified on the system, so they are invoiced accordingly.*

 *Dealing with all course specific administration.*

 ***Green-acre Group UK*** *Feb 2013 - March 2015 (Project in Pakistan)*

 ***Green-acre associates*** *are the leading Global Consultancy on NGO regulation, policy, capacity building, and governance and due diligence.*

 ***Worked as Project Coordinator:*** *Overseeing and coordinating the day to day running of projects by assisting project managers and senior managers. Also involved in the development, updating and monitoring of business and action plans.*

* *Assisting and supporting the Project Manager in their daily duties.*
* *Ensuring that relevant management information is captured and analyzed.*
* *Providing project support to senior Project Managers.*
* *Reviewing the efficiency and effectiveness of service delivery.*
* *Acting as administrative support to Project Managers and Directors on projects.*
* *Identify, analyze, prioritize, mitigate and communicate project risks.*
* *Helping the Contract Manager with the development of operating procedures.*
* *Writing up documentation for safety procedures.*
* *Communicating with project manager to report on project status.*
* *Involved in Coordinating projects from inception to completion.*
* *Developing training and briefing material for staff.*
* *Leading and organizing a team.*
* *Keeping in close contact with key project members and decision makers.*
* *Involved in interpreting performance data and translate this into practical improvements*

 ***Sybrid Ts*** *Jan 2012 - Feb 2014*

*Sybrid (Pvt.) Ltd. is a Lakson Group company that stands among the premier business process outsourcing (BPO) companies maintaining its origin in Pakistan. Launched in 2008, Sybrid is currently serving in three countries; Pakistan, UAE and USA, catering a diverse array of customers.*

***Working as Customer Relation officer:*** *Responsible for ensuring those customer enquiries are resolved at first point of contact, unless specialist knowledge or further investigation is required. Doing this by using judgment and taking decisions within established procedures for each enquiry.*

* *Responding promptly to customer enquiries in person or via telephone, letter, and e-mail – always in a professional & efficient manner.*
* *Using the in-house system to record necessary information and instigate actions as required.*
* *Processing orders, forms, applications and requests for information.*
* *Dealing efficiently with questions and queries from customers.*
* *Keeping up to date with all the company's products, services and procedures.*
* *Directing requests and unresolved issues to other colleagues.*
* *Maintaining up to date paper and computer based files and administrative systems.*
* *Promoting the company’s products and services to customers.*
* *Handling objections professionally.*

Abilities and Area of Specialization:

 ***Admin Officer:***

* Maintaining an electronic and hard copy filing system.
* Coordinating and arranging repairs to office equipment.
* Comprehensive knowledge of Microsoft Word, Outlook, Excel and Access.
* Scheduling meetings and preparing agendas for them.
* Effective organizational skills, organizing travel & accommodation arrangements.
* Resolving administrative problems. Supervising other clerical staff.
* Conducting research on behalf of managers, Scheduling and delegating administrative tasks.

***Project Coordinator:***

* Self-motivated with a flexible attitude, and be able to adapt quickly to change.
* Leading, engaging and building confidence in project staff.
* Having exceptional interpersonal, communication and motivational skills.
* Proven ability to stay within approved budgets, schedules & achieve objectives.

***Customer Relation Officer:***

* A clear and confident telephone manner.
* Ability to communicate effectively with a wide range of customers.
* Proven aptitude for dealing with customer complaints.
* Extensive knowledge of Microsoft Office, Excel and Lotus Notes.
* Experience of working in a busy, inbound call Centre environment.
* Dealing with customers Face to Face.
* Fully aware of the importance of data security and relevant legislation.
* Prospecting for sales leads.
* Able to identify and act upon potential sales opportunities.

Professionalism:

* **Planner, Organizer, Target Oriented** & **Multitasking**.
* Able to react quickly and effectively when dealing with challenging situations.
* Strong Communication skills with strong business related knowledge.
* **MS Office:** MS Word, MS Power Point, MS Excel, MS Access.
* *Given* ***Training*** *on Topic* ***“Capacity Building” as a Trainer at Marriot Hotel, Islamabad, Pakistan.***
* **Hardware and software skill:**
* I have a very good working experience of all kinds of computer hardware and software.
* I have a practical and sound knowledge of troubleshooting all hardware and software.
* **E-marketing:**
* Using the new and global technologies for marketing a business.
* Using all print media, digital media and online marketing tools.
* **B 2 B Communications:**
* Using the internet and email services to meet the daily B 2 B global requirements.
* Using B 2 B to reduce the perceived risk for the buyer and help to sell the brand.

Interpersonal Skills:

* Able to work closely with other professionals as part of a team.
* Ability to pick up new skills and knowledge quickly.
* Can function in a fast-paced environment.
* Comfortable with being the ‘go to’ person in a company.
* Thinking laterally to create options and solutions.
* Positive ‘can do’ attitude towards work

Academic Projects:

* Marketing ranchers & analysis Olper Vs Milk Pack **(Principal of Marketing)**
* Implementation of **HR fundamentals** on **Nestle** Brand.
* Swot analysis on Electrical Engineering department of all universities of Islamabad **(Management)**
* Launching strategies of Louis Vuitton **(Brand Management).**
* Launched New Transport Service in Islamabad **(New Product Development)**.
* Complete Advertising Plan for Sting Energy Drink **(Advertising Management).**
* Interview of entrepreneur and analyzing his leadership style, behavior with employees and all the other activities related to leadership and team work.

Workshops & Seminars Attended:

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| * ***Presentation & Communication skills***
 | * ***Change Agent***
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| * ***Event Management Professional***
 | * ***Disaster Management***
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Education:

* **MBA** from *COMSATS* Institute of Institute of Information Technology, Islamabad, Pakistan.
* **Majors: Marketing Management.**
* **Bachelor of Commerce** from Punjab University Lahore, Pakistan.
* **Intermediate in Humanities** from Federal Board Islamabad, Pakistan.
* **Matriculation:** (Science) from Lahore Board, Pakistan.

Languages:

* English: Communicate clearly and concisely, both orally and in writing.
* Urdu, Hindi and other local Languages of subcontinent.
* Arabic: Can Read and Learning as Beginner.

Personal Information:

* Date of Birth: 12 March 1985.
* Marital Status: Single.
* Nationality: Pakistani.
* Visa Status: Visit Visa **(Expire on April 6,2017)**

Reference:

* Will be provided upon Request.

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| **Abrar –2009982**To interview this candidate, please send your company name, vacancy, and salary offered details along with this or other CV Reference Numbers that you may have short listed from <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php> addressing to HR Consultant on email: cvcontacts@gulfjobseekers.comWe will contact the candidate first to ensure their availability for your job and send you the quotation for our HR Consulting Fees.  |