

Contact HR Consultant for CV No: 336405

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**Administration Management | Office Management | HR | Customer Service Management**

**Career Summary**

**PROFESSIONAL SYNOPSIS**: An accomplished administration management professional with over 12 years of versatile experience, predominantly in the areas of Administration, HR, Customer Service and Procurement. Utilizing appropriate methods and a flexible interpersonal style to set up an office and ensure the effective and efficient flow of work throughout the office. Proven ability to meet corporate, individual and departmental service standards coupled with occupational help, safety and environmental responsibility standards. Proven expertise in conceptualizing innovative policies and procedures by devising and implementing the change in the HR strategy complying with the organization’s vision and objectives.

**Added Expertise:**

* Administration Management
* Policies & Procedures
* Recruitment & Training
* Manpower Management
* HR Management
* Administrative Excellence
* Visa Processing
* Relationship Management
* Customer Service Management
* Strategy Planning
* Process Improvement
* Time Management

**Professional Snapshot**

* Deftly gained knowledge on time management, travel arrangements, business communication and telephonic presentation, MIS / documentation, general accounting, problem solving and relationship management
* Motivated and goal driven with strong work ethics, continually striving for improvement coupled with an excellent Administrative aptitude with an eye for detail
* Competent in managing recruitment, hiring, and training new employees for front desk, managing entire documentation, including visa processing, preparation of daily, weekly, Monthly Inventory reports
* Demonstrated leadership and success with specialized knowledge and experience managing the unique challenges and needs associated with complex organizational structure
* Highly motivated and resourceful Administration Professional has the expertise in mobilizing and managing diverse contingent of manpower and material resources in highly demanding situations
* Proven ability to carry out detailed planning and scheduling to meet preset targets while conceptualizing and implementing process modifications to enhance operational efficiency and optimize resource utilization
* Demonstrated strengths in contributing to organizational success by managing, reviewing and understanding the organization’s mission, strategic objectives and policies
* Expert at performance reviews, and addressing employee concerns, implementing various cost cutting initiatives, drafting budgets and completing assignments within the allocated budgets and stipulated timeframes
* A thorough professional, with high caliber, work orientation, and ability to handle multiple functions and activities in a high pressure environment due to the inherent ability to identify and prioritize tasks at hand

**Professional Experience**

**– PSMC, DHCC- Dubai**

As Administration Manager (Jun 2015 – Oct 2016)

– **MHT airport, Avis Budget Group**

As Customer Service Manager (2012 – 2015)

**– ATM LLC, Manchester, NH**

As Procurement Supervisor (2010 – 2012)

**– Community Dental Care, Houston, TX**

As Office Manager (2009 – 2010)

**– IBN Sina Hospital project (International Zone)**

As HR Assistant Manager – BMAR & Associates, LLC (2007 – 2009)

As Senior Administrative Assistant – Washington International, Inc. (2004 – 2007)

**Domain Skills**

* Planning & directing all the activities and setting strategic decision for overall growth in business, ensuring quality, service excellence and budget performance.
* Downsizing administrative and other functional costs through continual improvement and streamlining processes and procedures to meet ultimate objectives by introducing HR Best practices.
* Contributing to organizational success by managing, reviewing and understanding organization’s mission, strategic objectives and policies, manpower requirement and contributing in recruitment, selection, training, employee engagement activities.
* Handling communication, maintenance of reports, documentation, email, phone calls while coordinating with other departments and providing secretarial support by providing updates of all departmental activities.
* Addressing customers' queries/complaints and evolving quick resolutions within minimum turnaround time and deftly handle the task of the various general administrative functions of the organization.
* Providing daily merchant summary reports to Professor, Scheduling staff’s visa, medical and coordinate with internal and external departments, ensuring all visa, medical and labor permits are up to date and arrange timely renewal.
* Responsible for sending email and answering queries from the client along with an entire day to day administrative support, including photocopying, scanning and printing documents.
* Managing the entire spectrum of activities across providing facilities support to all the office staff and efficiently handled vendors, housekeeping/ pantry services, security supervision, mail room operations & record management.
* Improving the operational systems, processes and policies in support of the organization’s mission, supporting better management reporting, information flow and management, business process and organizational planning.
* Creating and maintaining a good environment and team spirit within the business by effective communication, motivation and delegation skills; hold distinction of driving operational effectiveness and quality for seven locations.
* Preparing daily reports and other office administrative records according to laid down procedures, policies and regulatory requirements on a regular basis for the smooth functioning.
* Preparing and maintaining various supporting documents like bills, receipts, vouchers, invoices, purchase orders and employee attendance records with the accountability of overseeing accounts payable and accounts receivable.
* Deftly ensuring that expenses are kept within or below the budgetary guidelines, conceptualizing and designing innovative strategies for administrative supervision.
* Involved in creating and issuing purchase orders by preparing bidders’ lists, prequalifies bidders, developing bid packages, issuing bid requests, coordinating bidders’ questions and receiving bids.
* Ensuring the smooth flow of operations by managing administrative operations with creative planning and strategic inputs to maximize footfalls and realize desired growth and profitability objectives.
* Managing additional responsibility of receiving and recording letter in inward register with full details, taking dictation, drafting letters and maintaining a petty cash book.
* Displaying a consistent performance having a successful track record of making a visible contribution to raise productivity with deft application of operations, management, human resource and administrative skills.
* Conceptualizing and implementing need based analysis, gap analysis and solution designing after thorough analysis to enhance operational efficiency and optimize resource utilization.
* Executing strategies that improve employee satisfaction, retention and engagement and responsible for identification of position gaps while ensuring right staffing within prescribed timelines.
* Processing and reconciling payments, verified insurance benefits, scheduled appointments, collected copayments, presented patient treatment plans and answered telephones as well as processing bi-weekly staff payroll and managed accounts receivable.
* Maintaining effective coordination with the insurance companies regarding insurance claims and reimbursements and hold credentials in accurately processing the bi-weekly for 200 employees’ payroll using Maximo System.
* Maintaining highest standards of customer service by giving preference to customer satisfaction promptly resolved their problems & concerns.

**Education**

2012 Human Resource Management, MCC, New Hampshire, USA

2008 B.Sc. in Business Management, Al Turath College University, Baghdad, Iraq

2008 PR Certificate, British School, Baghdad, Iraq

**Professional Certifications**

* Documentum, Washington, 2007
* Document Control Certificate trainer from KBR, Iraq, 2007
* Maximo, SAP Material Management/Inventory Management Modules, BMAR, 2006

**IT Skills**

* SAP, JDE, MAXIMO, PAL, QuickBooks, Documentum and MS Office (Word and Excel)

**Personal Details**

**Date of Birth**: November 1st, 1984 | **Nationality**: American

**Visa Status**: Employment Visa

**Driving License**: Valid USA ad UAE

**Languages**: English and Arabic

Office Management 🞛 Implementation of Administrative Policies 🞛 Compliance Review 🞛 Legal Documentation 🞛 Lease Agreement Registration 🞛 Licensing 🞛 Database Management 🞛 Record-keeping 🞛 Personnel Management 🞛 Administration Management 🞛 Report Generation 🞛 Customer Service 🞛 Relationship Management 🞛 Ability to Work Under Pressure 🞛 🞛 Delthin Deadlines 🞛 Innovative Thinking 🞛 Team Building 🞛 Mot 🞛 Analytical Skills 🞛 Communication & Interpersonal Skills 🞛 Entire Administrative Activities 🞛 Addressing business processes