**Uzma**

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# PERSONAL PROFILE STATEMENT

A well-presented highly personable and efficient events coordinator and office manager with an ability to work in a fast-paced multi-tasking environment with numerous and competing deadlines.

* Very enthusiastic, self-motivated with dedicated attention to detail.
* Good time-management and organizational skills.
* Good interpersonal skills and ability to maintain effective working relationships.
* Excellent written and verbal communication skills.
* Proficient in Microsoft Office applications, Adobe Illustrator and Adobe Photoshop.

# WORK EXPERIENCE

## Factory Productions Middle East, Dubai

**OFFICE & HR MANAGER December 2012 – December 2016**

Taking responsibility for all the administrative processes within the office & assisting senior managers in setting measurable objectives and key performance indicators.

* Maintain office staff by recruiting, selecting, orienting, and training employees. Assisting in the co-ordination of all recruitment activity.
* Maintain management guidelines by preparing, updating and recommending human resource policies & procedures.
* Administering payroll (WPS), leave settlement, gratuity, compensation policies and health insurance. Assist PRO regarding staff visas, insurance, MOL and other issues of human resources.
* Overseeing the smooth and efficient running of all aspects of the office.
* Develop administration policies and procedures for company’s strategy and direction. Provide administrative support to directors including coordination, scheduling meetings & presentations. Manage & arrange complex business travel for production team & artistes.
* Develop & maintain efficient filing systems including databases. Manage procurement, re-ordering and replenishment of utilities.
* Provide systematically full reports, as to progress of events & projects to directors plus list of would-be problems and solutions. Manage the portal & operations website ensuring accuracy of information.
* Provide systematic reports for progress of events & projects to directors including list of would-be problems and solutions.
* Arranging weekly staff meetings including post-project debriefing sessions with staff and directors. Coordinating IT support, arranging maintenance and security of premises, renewal of rental agreements.

**EVENTS COORDINATOR & PUBLIC RELATIONS January 2008 – November 2012**

* Producing the monthly “The Laughter Factory Comedy Tour”, with ten shows per month across Middle East.
* Promote shows via publications, radio and social media platforms.
* Securing sponsorship for events.
* Design all advertising collateral for shows.
* Liaising with venues to develop seating arrangements, crowd control plans and ticket sales.
* Working with media to arrange interviews for artistes and drafting press releases.
* Supervising and coordinating event staff including cashiers, AV technicians and security.

**ADMIN ASSISTANT April 2003 – December 2007**

* Booking talent including musicians, bands, tribute artistes, comedians and disc jockeys (DJs).
* Arranging flights and accommodation for performers and obtaining government permits.
* Interacting with guests at events to obtain feedback on product quality and service levels.

## Ajman Ports and Customs Authority, UAE

**ADMINISTRATOR November 2000 – March 2003**

Provided general administrative support to enable the smooth and effective running of the office by undertaking any duties and tasks appropriate to the role.

## McGraw Hill Publications, Dubai,

**TELEMARKETING & SALES January 2000 – October 2000**

Renewal of yearly subscription of specialist magazines and sales of subscriptions to engineers, doctors and teachers.

# EDUCATION

* Bachelor of Arts – International Tourism, University of Lincolnshire, UK

# HOBBIES

* Cooking international cuisine, writing food blog, traveling & reading.

# MISCELLANEOUS

* Driving License: Yes
* Languages: English, Hindi & Urdu