 Umair (Visit Visa)

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* ***Can Join immediately***

•5 Years’ Multitasking Experience

**Personnel Summary:**

***As Office Secretary****:*A highly resourceful, flexible, innovative,& enthusiastic individual who possesses a considerable amount of knowledge regarding recruiting and office procedures. A quick learner who can absorb new ideas and is experienced in coordinating, planning and organizing a wide range of secretarial 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 •DatabaseMaintenance •Interview Scheduling***

***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.

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

***As CustomerRelation 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, Umair 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 •ManagingExpectation •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:

***Imam Trading & Contracting SMC private limited*** *Jun 2015 -Aug 2016*

*Imam Trading & Contracting SMC private Limited has been working to provide manpower in gulf countries since 1977 .Head office in Islamabad andregional office is in Karachi.*

***Working as Executive Secretary***:*Responsible for Planning and scheduling upcoming interviews dates. Preparing all necessary materials for interviews, email coordination with local and international clients, creating evaluation reports for selected candidates.Letter writing, preparation of permissions for allotted visas. Issuance of Job offers on client requests. Ticketing for candidates and clients as per the requirements.*

* *Dealing with all enquiries from prospective persons via telephone, e-mail and social media and ensuring all relevant data is captured.*
* *Ensuring excellent and speedy service delivery to clients.*
* *Loading application data onto the system*
* *Dealing with clients requests to cancel and freeze any candidate process.*
* *Maintenance of weekly report of preceding candidates and give them timely reminders to complete their process on time.*
* *Requesting further information to support candidates.*
* *Ensuring all candidates are correctly identified on the system, so they are invoiced accordingly.*
* *Ensuring that all flight schedules are shared with clients for pick and drop facility of candidates.*

***Greenacre Associates UK(British High Commission Project)*** *Dec 2013 - Mar2015 (Project in Pakistan)*

***Greenacre 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*

***SybridTs (Lakson Group of Companies)*** *Mar2012-Mar 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:

***Executive Secretary:***

* Maintaining an electronic and hard copy filing system.
* Coordinating and arranging repairs to office equipment.
* Comprehensive knowledge of Microsoft Word, Outlook and Excel.
* Scheduling meetings and preparing Minutes 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.
* *Observed****Trainings****on Topic* ***“Capacity Building”.***
* **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.

Education:

* **Bachelor in Commerce from Punjab University Lahore, Pakistan.**
* **Intermediate in Pre-engineering** from Federal Board Islamabad, Pakistan.
* **Matriculation:** (Science) from Federal Board Islamabad, Pakistan.

Languages:

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

Personal Information:

* Date of Birth: 09 Sept 1988.
* Marital Status: Single.
* Nationality: Pakistani.
* Visa Status: Visit Visa

Reference:

* Will be provided upon Request.