**PERSONAL SUMMARY:**

A highly competent, motivated and enthusiastic administrator with experience of working as part of team in a busy environment. Well organized and proactive in providing timely, efficient and accurate administrative support to office managers and work colleagues. Approachable, well presented and able to establish good working relationships with a range of different people.

Possessing a proven ability to help managers to make the best use of their time by dealing with their secretarial and administrative tasks.

A multi-skilled professional with good all-round HR advisory skills Experienced in providing timely and up to date HR advice to both managers and employees whilst at same time making sure both the employees and employers interests are best represented. Extensive Knowledge of recruitment, pay, conditions of employment and diversity issues.

Well presented with exceptional customer skills, and the ability to provide an effective reception and switchboard service. Experienced in working under pressure in a quick paced fast moving environment and able to receive guests on arrival in a friendly, helpful and approachable manner.

Motivated, confident, knee to learn and with strong attention to detail as well as having interpersonal skills. Possessing a ‘can do’ attitude and willingness to take on routine but essential tasks and looking to develop their career with a leading company.

Now looking for a suitable position that offers lots of opportunity for career development and also makes best use of my existing skills and experience.

**WORK EXPERIENCE**

**Absolute Tourism & Travel LLC**

**OPERATION & ADMIN MANAGER + INBOUND TOUR MANAGER January 2015 till today**

**Duties:**

* Handling all inquiries for Inbound and Outbound services.
* Responding to all incoming calls receiving from clients or staff 24/7
* Making Quotations on daily basis for UAE tour packages
* Making day wise itinerary with time as per clients requirement
* Selling travel products & tour packages and dealing with customer enquiries.
* Handling visa department.

Communication skills

Remain calm under pressure

**LICENSE**

Dubai Tour Guide License

* Liaising with travel partners, tour operators and hotels, to manage bookings, schedules & promotions.
* Meeting with our company directors who advise on strategy and finding out about any local issues and future trends and to take direction for improving performance.
* Liaising with my colleague on Travel Desk and handling all the booking for car rental or sightseeing.
* Making contracts for Travel Agents.
* Handling Absolutes FIT or Groups visiting UAE as Tour Manager or as a Representative of Absolute Tourism.
* Arranging hotel bookings for our clients.
* Developing and nurturing customer relationships.
* Assisting company directors in meetings.
* Doing marketing and generation contacts with agents in India and other countries i.e. Turkey, Maldives etc via emails and Social networking websites.
* Assisting company staff if required.

**Al Rayyan General Transport Services LLC**

**OPERATION & ADMIN MANAGER** **September 2014 – Jan 2015**

**Duties:**

* Responsible for all company related work.
* Answering calls and responding to emails 24/7 for any inquiry.
* In charge of day to day operations for transport department and responsible for managing drivers and vehicles.
* Coordinate proper company resources to ensure efficient and stable sales results.
* Listening to client’s requirements and presenting appropriately to make a sale.
* Formulates all sales policies, practices and procedures.
* Maintain and developing relationships with existing customers in person and via telephone calls and emails.
* Making sure that all transport fleet vehicles are properly maintained and serviced.
* Maintaining accurate administrative records.
* Identify operational issues, potential problems and opportunities.
* Resolving and managing quires and complaints courteously and efficiently at same time.
* Maintaining duty register for all transport duties.
* Sending invoices to clients and follow-up for the payments.

**Raja Group Of Companies – UAE**

**HR/ ADMINISTRATOR** **March 2013 – March 2014**

**As HR:**

**Duties:**

* Dealing with redundancies, gross misconduct and maternity leave issues.
* Assisting in the short listing of suitable candidates from applications.
* Developing & improving existing HR procedures and processes.
* Making sure that any promotions, transfers and pay rises take effect as planned.
* Assisting in the set up and maintenance of client & candidate databases.
* Organizing and arranging interviews for candidates.
* Writing the terms of employment & contracts for new employees.
* Conducting pre-employment checks on job applicants i.e. references, medical approval, academic etc.

**As ADMINISTRATOR**

**Duties:**

* Meeting and greeting clients and visitors to the office. Ensuring they are signed in and inducted.
* Provide general secretarial / administration support to senior managers and Directors.
* Organizing external / internal meetings and preparing agendas for them.
* Liaising with other staff regulatory authorities, suppliers and clients etc.
* Handling requests for information and data.
* Typing documents and distributing memos.
* Supervising the work of office juniors and assigning work for them.
* Handling incoming / outgoing calls, correspondence and filing.
* Faxing, printing, photocopying, filling and scanning.
* Monitoring inventory, office stock and ordering supplies as necessary.
* Updating and maintaining the holiday, absence and training records of staff.
* Raising of quotations & invoices and invoice tracking.
* Creating and modifying documents using Microsoft Office.
* Setting up and coordinating meetings and conferences.
* Updating, processing and filling of all documents.
* Answering all incoming calls / emails and re-routing them to relevant parties.
* Dealing with any enquiries at the reception.
* Data entry onto internal systems.
* Reporting any problem to the office manager.
* Ensuring office procedures and system operate efficiently.

**Lakhani Properties - Pakistan**

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| --- | --- |
| **OFFICE ASSISTANT** | **2008 – 2010** |

Helping with the smooth running of the office by screening incoming calls, managing the post and email, greeting visitors and other general administrative and secretarial duties.

**Duties:**

* Providing general administrative support to colleagues & the Office Manager.
* Answering the phone and forwarding callers on to relevant staff.
* Dealing with all general emails & incoming calls on behalf of the department.
* Collecting and signing for deliveries from couriers.
* Photocopying & printing large batches for documentation.
* Greeting visitors to the office in a professional and friendly manner.

* Check the emails and voicemails of absent / sick office staff.
* Ensuring that meeting rooms are equipped with flipcharts, pens etc.
* Responsible for ordering stationery, printer and photocopier supplies.
* Typing documents and making rental agreements on a specific format.

**KEY SKILLS AND COMPETENCIES:**

* Well presented, articulate and a good communicator.
* Able to work effectively in a fast busy office and when under pressure.
* Strong organizational and administrative skills.
* Ability to maintain confidentiality.
* Ability to produce consistently accurate work even under pressure.
* Ability to multi task and manage conflicting demands.
* Excellent telephone manner.
* Ensuring efficient running and operation of the Reception Desk.
* Good organization skills.
* Self-motivated, proactive and hardworking.
* Ability to listen and anticipate.
* Experience and knowledge of Microsoft Office, Word, Excel, Outlook and Internet.

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**ACADEMIC QUALIFICATIONS**

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| --- | --- |
| University Of Karachi |  |
| **BA** | **2008 – 2010** |
| Sindh Board |  |
| **HSE** | **2004 – 2006** |
| Sindh Board |  |
| **SSC** | **2002 - 2004** |