**AZAM**

[**AZAM.359531@2freemail.com**](mailto:AZAM.359531@2freemail.com)

Driven Administrator and facility coordinator offering in-depth experience in administration of vital business projects and  
processes. Excellent communicator and project manager with strengths in daily operations management, workflow improvements  
and customer service. Seeking to work with established company.

**Skills**

Clear oral/written communication EPOS, SAP/TMS, Amendes, Sim Application  
Team building  
Excellent multi-tasking ability  
Data management  
Documentation expertise  
Friendly nature  
Organizational skills  
Microsoft Office expertise

**Work History**

**Administrator/Facilities Coordinator** 12/2015 to Current  
**Oracle** – UAE

Reports to: Line Manager for EMEA Region Liaises with: The other Facilities Coordinators and other contractors, external  
suppliers, TECOM etc.  
To handle the Maintenance, Cleaning, Security/Fire, Telecommunications, Post and Supplies for the Oracle financials  
software services (Dubai) working with preferred suppliers to provide essential services and maintenance.  
To provide an effective front desk service, including:.  
Liaising with heads of departments and staff to identify their facilities related requirements and propose and manage  
cost-effective solutions.  
Providing an effective response to customer queries and complaints (written via Email) where applicable, and to forward any  
others to relevant departments.  
To support the work of the department in service monitoring and supplier management, ensuring that the required standards  
are maintained both front (FOH) and back of House (BOH).  
To provide administrative support to enable the Facilities department to function effectively and efficiently.  
Provide a first line contact for the Facilities Department for all internal and external customers/contractors.  
Participate in Facilities Rota, acting as the first port of call for Facilities queries and provide back-up to Front of House staff  
to ensure arrangements for Meetings, VIP visits go smoothly.  
Manage the issuing and cancellation of Access badges to staff and contractors.  
Manage key and lock changes to offices, including ordering of supplies.  
Operate and manage energy and waste management processes.  
Carry out weekly BOH and FOH walk rounds, ensuring the building fabric is in good order, noting any defects and raising  
with Line manager. Coordinate follow up on action items. Recommend to the Head of Facilities improvements that could be made to the cleaning, engineering and security services.  
Review and make recommendations to maintain building integrity, maintaining accurate records as required.  
Liaise with building contractors to follow through on approved work.  
Assist the HOD to ensure that the ROH complies with all statutory regulations and codes of practice;.  
Liaise with all Local Authority, statutory representatives and community groups.  
Assist in the compliance of existing Health and Safety policy, safe working practices.  
Order and manage all furniture requests for the building.

Respond effectively to all telephone queries and complaints, using effective listening, questioning and problem-solving skills.

Developed standard operating procedures for all administrative employees.  
Maintained computer and physical filing systems.  
Prepared vendor invoices and processed incoming payments.  
Received, screened and routed incoming calls.  
Provided complete meeting support including preparing materials and taking notes.  
Sourced vendors for special project needs and negotiated contracts.  
Recruited and hired qualified candidates for vacant and new positions.  
Created reports and presentations.  
Completed bi-weekly payroll for employees.  
Handled all incoming business and client requests for information.  
Designed marketing brochures and wrote website copy.  
Coordinated special projects and managed schedules.

**Guest Service Associate**  
**Kings Kourt Hotel LTD**

**Guest Service Associate**  
**Taj Group of Hotels** – India

**Front Office Supervisor**  
**Taj Group of Hotels** – India

**Store Supervisor**  
**Royal Group LLC (Popeye’s Chicken)** – Dubai

**Admin/Facility coordinator**  
**Oracle** – Dubai

**Education**

**High School Diploma**  
**Maharaja College** - India

**B.B.M**: Marketing  
**From Mysore University** -

Concentration in Business Management and Human Resources  
Coursework emphasis in Marketing, Business and English  
Advanced training in Microsoft Word and Excel

**Certifications & Awards**

Train the Trainee certification  
Taj Essentials  
employee of the Year 2012.  
Taj Business excellence Award 2013

**Languages**

English, Hindi, Kannada, Urdu

**Personal Information**

11/2008 to 12/2009

01/2010 to 12/2012

01/2012 to 12/2014

03/2015 to 10/2015

11/2015 to Current

2005

2008

Sex & Marital Status: Male & Single Age & DOB: 30 Years, 14th Oct 1986. Nationality/Citizen: Indian passport No. & Expiry  
Date: H7801950 09/2019 Relocation: willingness to relocate both Domestic and International

**Additional Information**

Achievement oriented with an ability to manage individually and with a good team Positive attitude with a very pleasant  
personality matched with the ability to manage stress, time and people effectively, good interpersonal relationships, sincere  
and a hard working person capable of working in any situation, Team Worker with ability to adapt to situations. Good  
interactive skills developed over a period of time, Time bound performance of work assigned Having flair to learn and  
acquire new skills, Optimistic and Rational, Dynamic Team Player, Organized & Professional, Punctuality

Place: UAE

Date: