

Lijas

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**Curriculum Vitae**

 An experienced Camp administrator with valuable 6+ years’ experience. Highly focused with a comprehensive knowledge and understanding of administrative work with consistent track record of successfully employing best business practices that improve efficiency.

Good communication, analytical, technical coordination skills, works well in both team and individual assignments, ability to liaise with a wide variety of staff and client at all levels are the main.

**Camp Administrator in Euro Emirates – (Nov- 2016 to Till date)**

**Summary:**

 Accomplished Operations Camp administration with extensive experience in catering and housekeeping service,Mobilizing new camps,Budgeting,Menu planning various theme parties etc.Progressive leader with strong team building skills,focused on quality,productivity and results.Food safety management as per HACCP management.Capable of maintaining daily requirement of the kitchen.Menu planning ,food costing,hygiene and daily briefing.Obtain 5% profit in waste managements.

**Profitable Operations:**

* Cutting down food waste and food cost.
* Increasing customer satisfaction and do the client satisfaction survey each end of the month and do the implementation.
* High quality catering service.
* Proactive camp management.
* Mobilization & demobilizations of the employees.

**Camp boss in Al Jaber Group – (Aug- 2011 to Aug-2016)**

**Work Experience & Job Responsibilities:-**

* Responsible/ monitoring of camp having capacity to accommodate 50,000 tenants, camp operations with more than 30,000workers of various nationalities including clients, subcontractors and other customers.
* Responsible for ensuring that property are in good condition and well maintained.
* Going through the vacant space and allocating as per the needs and requirement of customers.
* Designed and executed various operating budget for all camp programs.
* Resolve the problem in the camp, related with camp service and decision making in the camp with approval from management.
* Ensuring smooth operation of the camp, creating and supervising the emergency crew, 24-hrs on call.
* Running the camp day-today matters, including housekeeping and maintenance.
* In-charge to update the staff/tenants check in & check out process in the camp.
* Organize and work closely with clients’ and tenants’, also organizing client meeting.
* Receiving application through or email from the customers’ and accommodating the tenants with their grade, nationality in the vacant rooms by providing all other housing facilities.
* Dealing with issues such as anti-social behaviors and broken tenancy agreements and making decision related to these tenancies through the top management.
* Advising clients of their rents and dealing with the payments and arrears as necessary.
* Approve and coordinate action upon service requests and enquiries for the facilities team and deal with feedback and complaints for the customers and provide data to be used by the senior management.
* Making the contract with customers according to the company policies as well as monthly bill.
* Ensuring tenant’s files are always accurate and up to date.
* Managing, repair projects and ensuring that they are completely deadline.
* Responsible in controlling the documents movement by establishing, implementing maintain and updating the document procedure in accordance with the company’s policies.

**Helpdesk Support:**

Vodafone Call Centre - – (India): Worked as Helpdesk Support from June-2009 to Dec-2010

Responsibilities:-

 One year experience working as a call center, proven ability to make over 100 outbound phone calls for every day to exiting customer, Support the customers as per their request’ Proficient in providing information& the phone service to client.

**Key Skills & Competencies:**

* Excellent knowledge in Oracle JD Edwards Enterprise One 8.11& 9.1
* Excellent knowledge in Mac -Numbers
* Good Communication, Analytical and technical coordination skills work well in both team and individual assignments.
* Excellent knowledge in Microsoft application such as Office tool & Operating system.
* Proven ability to lead people and get results through others.
* In depth knowledge of secretarial software, Outlook, Microsoft excels and Word,numbers etc.
* Analyze system trouble shooting. and fixing the trouble.(Pc and Laptops)
* OS Installation : XP/VISTA/98/2000/SP2&3/WIN-7/Win-8
* Typing : Fast with Accuracy.

**Academic & Professional Certificates:**

* SSLC Year of 2004
* Plus two (H.S.E) Year of 2006
* Bachelor of Business administrationYear of 2009
* Accounting DiplomaYear of 2010

**Language Known:**

* Able to read, write and speak English, Hindi & Arabic

**Declaration:**

 I hereby declare that the above mention details are correct and true to the best of my knowledge and belief.