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|  | **Sidra**  **Quality Management/ Project Coordination/ Administration Management**  [**Sidra.368287@2freemail.com**](mailto:Sidra.368287@2freemail.com) | |
| A decisive and a determined individual with a Master’s in Quality Management and also willing to be a part of Operations Management with the latest trends in relevant industry preferably in a Management sector. Possesses good grasp of Management, Coordination, Administration and Customer service roles. Demonstrated ability to perform under work pressure, meet deadlines, liaison with internal & external parties and deliver quality results. Holds an enthusiasm towards current affairs and quality standards compliance of an organization. Maintains professionalism, commitment and ethics towards work profile. | | |
| **Strengths** | | |
| * Competent & Quick Learner Executive | | | * Certified in Quality Standards |
| * Managerial & Business Coordination Skills | | | * Good Market Research & Analysis Skills |
| * Good Know How of Project Documentation | | | * Proficiency in Computer Applications |

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| **Education** | |
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| **Post Graduate in Quality Management** | **2011** |
| University of Wollongong, Dubai, United Arab Emirates | |
| **Undergraduate in Operations Management** | **2008** |
| University of Wollongong, Dubai, United Arab Emirates | |
| **12th Grade in Medical Science** | **2003** |
| D. H. A. School of Army |  |
| **IMS Health Safety Environment & Quality Standards (9000 & 14000) Certification** | **2008** |

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| **Experience Snapshot**  **Centre Manager Sep 2013 – Jan 2017** | |
| The Brain & LearningFranchise of the LearningRx team, the institute helps in shaping up the cognitive skills of children and adults. Training is provided to help people live a better lifestyle both professionally and academically.Engineering Department Administrator Oct 2009 – Jan 2013 **Worldwide Project Management, Dubai, U.A.E. (www.worldwide.com)**  Part of Worldwide Project Management Consultancy, which specializes in dealing with Construction, projects and involves the management of the entire project from the start to handing over to the client. Currently active projects are based in Dubai Marina, Jumeriah Village Circle and Dubai Sports City. | |
| **Projects Coordinator** | **June 2007 – Sep2009** |
| **Mammut Technocrete, Dubai, UAE (www.mammutgroup.com)**  Part of Mammut Group formed in 2005 to manufacture pre-cast concrete products for the contracting sector. It is the largest precast factory in the world with a capacity to produce over 2.5 million square meters of precast panels per year. | |
| **Marketing & Administration Executive** | **Jun 2007 – Sept 2007** |
| **Altitude Software, Dubai, UAE (**[**www.altitude.com**](http://www.altitude.com)**)**  A leading independent contact centre vendor for unified interaction solutions. | |
| **Personal Assistant** | **Apr 2005 – Jan 2006** |
| **InterPlan Trading, Dubai, UAE**  A general trading company with office in Jebel Ali. |  |
| **Customer Service Representative** | **May 2004** |
| **Gitex Dubai 2004, Dubai, UAE** |  |

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| **Capabilities**  **Centre Manager**   * Specialization in handling back office operations, inter-office correspondence, confidential emails, monthly billing, cheques etc. * Taking care of the children and supervising their attendance along with training activities on a daily basis. * Welcoming Parents and children on a daily basis while sessions were being held. * Answering inquiries by new parents and prospects during the orientation process. * Making Reports on a weekly basis. * Handling all external inquiries and relative paper work of students. * Upkeep of Office Administrative facilities and ensure availability of daily miscellaneous requirements to provide a harmonious work culture for employees. * Acting as info-hub for providing administration related information and supervising administrative activities like general admin, verification of stationery stock, petty cash, housekeeping etc. * Running the Centre and the overall office activities in general. |
| **Engineering Department Administrator (Under the supervision of Managing Director)**   * Able to administer project related correspondences throughout the department. * Continued to coordinate meetings between the consultants and client as a Client Representative. * Ensure compliance with motivating staff to achieve the desired goals and perform tasks as a team leader. * Conceptualize, plan, develop, set up and maintained documentation control procedures and coordinated the flow of external and internal correspondences. * Regularly provided reports for projects status and attended coordination meetings regularly for the same. * Invigilated and made cross-functional team progress report to emphasize the increase in productivity of the company operations.   **Quality Management (Under the supervision of Senior Quality Manager)**   * Able to promote quality achievement and performance improvement throughout the firm. * Stay abreast with business context and company profitability including budgetary control. * Ensure compliance with national and international standards and legislations; consistent adherence with the application of environmental health and safety standards. * Conceptualize, plan, develop, set up and maintain documentation control procedures. * Identify quality related training needs and notify the management for its delivery. * Support the Senior Quality Manager in collating and analyzing performance data including charts against the defined parameters. * Served as a model for the other staff to incorporate quality methods in their way of working.  |  | | --- | | **Proven Job Role** | | **Project Coordination**   * Reporting regularly to the General Manager on project performance reports. * Accountable for coordinating all the daily operational aspects of the projects. * Preparing and organizing all documents related to the awarded projects. * Participating actively in the implementation of ERP (Oracle) by gathering daily project reports and overseeing the delivery requests for project sites. * Arranging weekly coordination meetings for issues related to project progress and recording the minutes of the meeting to be presented to management. * Able to interface with internal & external parties to organize the various components needed to initiate, run and conclude major projects received by the company. * Developing and presenting computer-based demonstration of completed projects. * Searching and maintaining contact with present including future clients; dealing with contracts for the clients whilst handling all general office works. * Got trained in using Documentum software for organizing documents and have been part of the Oracle team implementation for departmental procedures. * Actively involved in the 5S and Six Sigma Quality implementation within the company. * Providing a continuous support to the Department Manager in conducting internal audits before the final accredited ISO certification. | | **Administration – Personal Assistant**   * Provided accurate, efficient and committed support to the whole organization. * Attended to internal or external customer inquiries; provided information to customers about company products or services. Updated constantly the company newsletters. * Maintained proper records of correspondences; filed documents and letters systematically, and kept all assigned files up-to-date. * Prepared all correspondences, reports and special projects as required. * Arranged and coordinated high-level appointments, internal meetings, departmental events or conferences, and travel itineraries. | | **Customer Service**   * Explored best customer service practices and accordingly applied in the organization. * Nurtured a trustworthy relation with the customers to maintain business loyalty and retention. * Ensured that customer problems and complaints are handled professionally, effectively, maintained at a minimum level and resolved up to the highest level of customer satisfaction. * Built good relationship and tracked client feedback. Ensured customer satisfaction. * Handled a wide variety of customer service situations and conflicts. | |

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| **Additional Details** |
| * Conducting marketing research along with Dr. Prakash (Post Graduate Professor in UOWD) as a part of my Post Graduate program In Quality Management. * Elected as Vice President for SRC (Student representative Committee) at UOWD active participation in Seminars and Campaigns. * Active Volunteer and Member of Terry Fox Organization and volunteer groups in Dubai. * Elected as Head Girl in High School, being in charge of student services and acted as primary contact between faculty and students on relevant issues. * An avid animal lover, also tends to help find good homes for abandoned pets. |

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| **Personal Details** | | |
| Nationality | : | Pakistani |
| Date of Birth | : | 26th December 1984 |
| Marital Status | : | Single |
| Visa Status | : | Residence Visa with a Valid U.A.E Driving License |
| Languages | : | English & Basic French & Hindi |
| IT Skills | : | MS Office, Internet & E-mail Applications |

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