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|  |  | A business Administration graduate with over 10 years of experience in Administration and Management with excellent communication and teamwork skills. |
| Education |  | **Masters in Business Administration** – University of Pakistan [2003-2004]Specialization in HR and Administration, 3.68CGPA, IELTS with 6 band.**E - Commerce** – E-Tech, Pakistan [2000-2001]MS Office, Word Processing, Data Entry. |
| Experience |  | **Manager Admin and Operations** – Excellence Luxury Transport, Dubai, UAE [May 2015 till date]* Manage day-to-day operations of the company,
* Improve the operational systems, processes and policies in support of organization’s mission – specifically support improved management reporting, information flow and management business processes and organizational planning,
* Manage Drivers and their daily jobs.
* Manage Company’s Vehicles repair and maintenance.
* Ensuring smooth operation of the employee rota system,
* Assisting and implementing new ideas for the growth of the business,
* Meeting with clients for business development and improvement,
* Provide communication systems by identifying needs, evaluating options, maintaining equipment and approving invoices,
* Develop new policies for the customers and employees, for the betterment of the company with higher management.

**HR and Admin Manager** – Aftab Currency Exchange Ltd, UK & Pakistan [2012-2015]* Ensuring company complies with all applicable codes in addition to its legal and statutory requirements, both in the UK and Pakistan,
* Keeping up to date employee details, employee time management, maintaining employee telephone etiquette training with relevant trainer and handling employee salaries,
* Initiate, develop and implement HR operational policies and procedures,
* Consolidate internal and external salary benchmarking to further analyze and provide advice to management,
* Interview and evaluate appropriate candidates for the relevant position and manage training programs for staff upgrading
* Organize visa and travel arrangements,
* Create and monitor SOP’s and conduct motivational speeches,

**Chief Operating Officer** – Pakistan Cleft Lip & Palate Assoc., UK and Pakistan [2009-2012]* Establish and maintain relations with government authorities, labor union and other related personnel,
* Liaise among governing boards, medical staff and department heads,
* Liaise with affiliated hospitals in UK and USA,
* Arrange and coordinate travel for assisting doctors from affiliated hospitals,
* Develop procedures for quality assurance, patient services, medical treatment, department activities and public relations outreach programs,
* Present monthly, quarterly and annual reports of NGO in Executive Committee meetings,
* Provide coaching and training to direct supervisors as necessary in all aspects of HR function, including salary and benefits administration, recruitment and hiring processes and employee relations,
* Participate in fundraising and community health planning,
* Performed other relevant tasks as assigned by General Secretary and President of PCLAPA.

**CAD Manager** – Bank Alfalah Ltd, Pakistan [2008-2009]* Prepare monthly and annual reports of advances,
* Provide back up of manager credit,
* Supervise the documentation of credit cases,
* Advise on insurance products, claims and procedures.

**Business Development Manager** – Bank Alfalah Ltd, Pakistan [2005-2008]* Screen potential business deals by evaluating options; resolving internal priorities; recommending equity investments.
* Negotiate and close business deals and maintain extensive knowledge of current market conditions
* Maximize revenue for the organization,
* Developing rapport with new clients,
* Set targets for sales and provide support to clients.

**Liaison Officer** – University of Lahore, Pakistan [2002-2005]* Liaise between organizations to communicate and coordinate activities for senior officials,
* Abide by policies, process and procedures with regards to intellectual property rights,
* Represent formal meetings with the aim of providing a clear and coherent message to the liaison organization.
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**First Name of Application CV No:** **1668666**

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