# Umar

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# PROFILE

A result oriented professional with over 6 years of experience in various fields, i.e. Visa Processing, Administration, Operations Coordinator, Customer Service, Quality Assurance, Auditing, Human Resources and Support Services. Highly resourceful, innovative, and enthusiastic individual with considerable amount of knowledge regarding administrative, office procedures and quality assurance. A quick learner who can adapt new ideas and is experienced in coordinating, planning and organising a wide range of support service activities. Well organised and an excellent team player with a proven ability to work proactively in a complex and busy office environment.

Looking for a career advancement opportunity with a company that will allow me to develop my skills & potential further.

# BUSINESS SKILLS

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| * Team Worker
* Quality Assurance
 | * Customer Service
* Ability to Multi-task
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| * Communication & Presentation
 | * Problem-solving
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| * Leadership
 | * Good Anaytical Skills
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# TECHNICAL SKILLS

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| * Windows XP, Vista, 2000 and 2007
 | * MS Outlook
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| * MS Word, MS Excel
 | * MS PowerPoint
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| * MS Access,
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# VISA STATUS

Am currently on visit visa and ready to join immediately

# ACHIEVEMENTS / AWARDS

* ADNOC, Received Best Customer Service Appreciation Award Mar - 2015
* VFS, Received Best Performer twice in a row, June/July –2014
* VFS, Received Spot On Award in Nov-2014
* VFS, Received Extra Customer Service Award, Sep –2012
* Airtel Communication Network, Top Ranked Agent for five months Feb-2009

# ACADEMIC CREDENTIALS

Bachelor of Commerce, University of Kashmir Nov-2008

# ADDITIONAL QUALIFICATIONS

Computer Application, Alamdar Technical Training Centre. Jul-2008

Tally 7.2, Alamdar Technical Training Centre, Aug-2008

# PROFESSIONAL EXPERIENCE

## Senior Administrator/ Quality assurance Officer

**VFS Global,** Abu Dhabi – UAE Feb 2012 – Till date

**VFS is one of amongst the world’s largest outsourcing and technology services specialist for governments and diplomatic missions worldwide, acting as Commercial partners with Embassies providing visa facilitation service.**

My role was to manage all aspects of the Visa Service, ensuring that the process runs smoothly.

I oversee completion of all relevant visa and immigration documents and ensure that they are received within the time limit set and also undertake verification checks or assist with investigations.

I am also involved in assisting the operational management of team wherein I provide guidance and mentor new joiners/junior officers on system, policies and procedures.

## Responsibilities

* Processing visa applications, in compliance with government mandates and procedures to meet legal requirements adhering to performance targets, and liaising with PRO, embassies, consulates and Immigration Authorities.
* Handling all the cases related to the royal family members and diplomatic passport holders by coordinating with embassy and getting their work done on top priority.
* Managing applicant’s complaints efficiently with timely feedback after investigating the cause, and identifying the corrective and preventive actions to avoid any recurrence of problems of same or similar nature.
* Conducting integrity interviews and undertaking investigations for integrity checking.
* Responsible to conduct audit functions such as data gathering and data analysis in accordance with established procedures to identify any discrepancies.
* Responsible for monitoring the corrective/preventive actions to rectify deficiencies identified.
* Responsible for compiling, generating and communicating daily and weekly reports (DBPR, DIR, cash tally, SO tally reports) to management including Audit finding reports to the concerned stakeholders.
* Undertake quality checks to ensure completeness and accuracy of documentation to support all audit findings.
* Deliver the training to new joiners according to the approved lesson plan and orienting them on usage of the system and standard operating procedures.
* Conducting workshops/refresher sessions for junior staff to enhance their understanding of the system, processes and any updates in procedures.
* Responsible for internal and external communication in relation to audits, compiling and issuing reports, monthly audit/findings status to concerned stakeholders
* Focal point of coordination between all departments on administration requirements and other queries
* Monitoring all information, records and passports are kept confidential
* Working comprehensively on Microsoft Word, PowerPoint, Data Sheet and Spread Sheets to create statistical information required by management.
* Preparing case-notes, interview notes, correspondence and other material in relation to visa matters.
* Scheduling meetings and preparing relevant agendas.
* Performing and carrying out other ADHOC functions as advised by the Manager

## HR/Administration Assistant

**Closet Design Group,** Dubai, UAEMar 2010 – Dec 2011

**Closet design had built a reputation of being a leader in custom made closet designing. Over the years they had been involved in achieving total customer satisfaction.**

My role in this company was to oversee HR and Administration aspects. Being a small company, I had the opportunity to be involved in various aspects, ie HR functions and operational requirements for the company (sales support) on few occasions to provide coverage.

This position has been a great learning experience as I have learned about UAE visa procedures and labour law.

## Responsibilities:

* Streamlining and Implementing Company HR Policies and Procedures
* Preparing Job Description for recruitment /advertisement based on requisition and requirements
* Screening and assisting the line with recruitment of personnel.
* Co-ordinate and collect all necessary documentation in order to organize all employee’s Visa process and liaise with PRO department for submission.
* Arrange for Company Induction/Orientation for new employees
* Maintaining employee and Company relations vis-à-vis through close interaction, resolve/co-ordinate for salary review requests, medical, leave and other grievance, etc with Management
* Preparation of Monthly HR report
* Assist HR Manager with tasks and special projects assigned

 • Maintain Database of manpower resources and handling grievances

* Responsible for the supervision of staff within department in regards to time and attendance and leave management.
* Managing the needs/requirements of high revenue commercial accounts through extensive follow-ups.
* Scheduling and coordinating meetings and conferences.
* Assist with other additional administrative and support services duties. Have undertaken sales support functions by responding to customer and client queries.

## Customer Service Representative

**Airtel Communication Network**, Kashmir Srinagar (India) Dec 2008 – Sep 2009

**A part of Bharti Airtel Limited is a leading global telecommunications company with operations in 20 countries across Asia and Africa. Headquartered in New Delhi, India, the company ranks amongst the top 4 mobile service providers globally in terms of subscribers.**

## Responsibilities:

* Explain products, services and prices, and respond to questions from customers.
* Contact business people or private individuals by telephone in order to solicit sales for services
* Obtain customer information such as name, address, and payment method, and enter orders into computers.
* Record names, addresses, purchases, and reactions of prospects contacted.
* Obtain names and telephone numbers of potential customers from sources such as telephone directories, and lists purchased from other organizations.
* Answer telephone calls from potential customers who have been solicited through advertisements.
* Deliver prepared sales talks, reading from scripts that describe products or services, in order to persuade potential customers to purchase (Sim cards) products, service or promotions.
* Maintain records of contacts, accounts, and orders

# Personal Interests

Fitness, sports, music and computers

# Languages Known

English, Hindi, Arabic (Intermediate)