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**Name :** Nader

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**Nader**

Office / Admin Manager/ Guest Relations Supervisor

*“Seeking for better opportunities to expand my knowledge, experience and my skills for further growth with a well-established and globally reputed organization”*

**Career Profile**

* Asuccess-driven, proactive and results oriented Contract, Office / Admin Manager with a glorious career spanning in Management/ Administration /Management consultancy / Customer services / Hospitality and IT Sector.
* Proficient in maintaining office services by organizing office operations and procedures; preparing payroll; controlling correspondence; designing filing systems; reviewing and approving supply requisitions
* Possesses expertise in planning and implementing office systems, layouts and equipments procurement
* Adept at maintaining office staff by recruiting, selecting, orienting, and training employees
* Possesses expertise in scheduling appointments, providing information to callers, taking dictation, composing and typing correspondence, reading and routing incoming mails, and also performing other administrative and clerical duties
* Possesses excellent communication and interpersonal skills inorder to deal with customers and building longterm relationship with them
* Well organized in managing staff under pressure, sustaining peak individual performances as well as ensuring value added results for the organization
* A pragmatic leader with an ability to lead, motivate and provide support to staff/ team members in order to perform their task efficiently
* Exemplifies unsurpassed personal commitment to continual improvement as well as highest level of professional standards
* Possesses flexibility and adaptability to manage manifold tasks and consistently achieves performance goals through diligence, tenacity and initiative

**Career Skills**

Managerial Skills Sales Expertise

**2**

**1**

Leadership Skills Communication Skills

**4**

**3**

Administration Skills Problem Solving Skills

**6**

**5**

Computer Skills Customer Relationship Managment

**8**

**7**

**7**

**Work Profile Highlights**

**Bain & Company , Dubai , U.A.E Novemebr 2015- till date**

Contracts Manager

Client Contracting process

Manage the client registration process providing information / updates.Ensure Partners have a number of standard contracts available at closure of the commercial discussions.

Prepare the client contract using the Engagement Letter and Bain standard contract.

Ensure exchange of best practices in preparing contract terms.

Ensure that contracts are finalised before start of the case (if not possible, ensure that contract finalisation is duly followed up).

Discuss with Partners the invoicing schedule according to the contract terms

Understand the client contract and invoicing dynamics (who is going to receive the invoice and how will processing happen at the client)

Prepare quarterly contract compliance reporting, with minimal outstanding cases

Ensure all contractual Financial terms are satisfied e.g. time & expense audit clauses, ad hoc invoicing of 3rd party services / expenses, performance guarantees

Liaise with Bain Legal and the client head where legal intervention is required for non-standard terms.

Coordinate all supporting documents required for contract compliance

Support the RFP Tender process including supporting documents, tender bonds, legal review of T&C’s

Accelerate the Collection Process

Check whether the client payment corresponds with invoices.

Informs client of payments received and those still outstanding (statement of account).

Obtain necessary tax withholding receipts when applicable

Office Support and Compliance

Coordinate the Trade License renewal process including interaction with corporate

Coordinate client requests for professional indemnity or employer’s liability

Prepare and organize all documents related to the satellite office

Manage relationship with local legal advisors to ensure paperwork up to date

Coordinate registration / license / membership renewals for all entities

Manage relationship with the local PR company and assign requests as necessary

Remain up to date on local laws and implications for satellite offices

Be au fait with best practices in the GCC

Coordinate the Client Invoicing process

Ensure that invoices are prepared and sent out on time, in line with contract terms

Contact the client to advise that invoices will be sent out – confirm understanding of invoicing dynamics at the client site

Make sure that the invoices have been well received (proof of delivery) and confirm that the invoices comply with administrative requirements for the client

Follow-up with client as soon as invoices exceed the contractual date of payment

Establish relationships with the appropriate contact at the client as to facilitate future processing

Ensure all invoices are recorded correctly in accordance with Corporate policy

**FVC, Dubai, U.A.E Jul 2009- October 2015**

Office / Admin Manager

* System Management: Managing filing systems, developing and implementing administrative stracture.
* Record Management: Recording officeexpenditure and managing budget
* Office Supplies Management: Organising office layout and maintaining supplies of stationery and equipment
* Repair Maintenance: Maintaining the condition of the office and arranging for necessary repairs
* Meetings: Organising and chairing meetings with staff - in lower paid roles this may include typing the agenda and taking minutes
* Staff Recruitment: Overseeing the recruitment of new staff, sometimes including training and induction
* Staff Performance Appraisal: Carrying out staff appraisals, managing performance and disciplining them
* Work Delegation: Delegating work to staff and managing their workload and output
* Training: Promoting staff development and training
* Report Preparation: Writing reports for senior management and delivering presentations
* Employee Visas : Supervise the new / Renewal & cancelation of the employees residence visas.

**Hewlett-Packard (HP), Dubai, U.A.E Apr 2006- Jun 2009**

Office Manager

* Supervision: Supervised and monitored the work of secretarial, clerical and administrative staff
* Budget Management: Managed office budgets
* Coordination: Dealt with staff, suppliers and clients
* System Maintenance: Implemented and maintained procedures/office administrative systems
* Task Delegation: Delegated tasks to junior employees

**Atos Origin ME (part of “HP” group), Dubai,U.A.E**

Senior Admin &Personal Assistant

* Preparation: Prepared memorandums’ outlining and explained administrative procedures and policies tosupervisory workers
* Meetings and Conferences Arrangement: Arranged meetings and conferences
* Taking Minutes: Composed notices, minutes and resolutions
* Documentation:Produced documents, briefed papers, reports and presentations

**Jumeirah International, Dubai, U.A.E Jan 2001 – Mar 2006**

**Al Qasr (Madinat Jumeirah).”LHW”**

Guest Services Supervisor

* Training: Trained new guest services department personnel
* Responding to Queries: Answered letters of inquiry regarding rates and availability
* Facilities Maintenance: Maintained a thorough knowledge of room rack locations types of rooms, room rack operations and package plans
* Operations Maintenance: Maintained a detailed knowledge about the hotel's services and hours of operations
* Emergency Management: Oversaw emergency situations andtook safety measures
* Cash Management: Managed cash handling procedures, files and posts all changes to ledger account

**Jumeirah Beach Hotel. “LHW”**

Guest Relations Officer

* Assurance:Ensured and provided flawless, upscale, professional and high class guest service experiences
* Feedback Analyses:Analysed customer feedback and provided strategic direction to continuously improve overall rating
* Responding to Guests:Responded to guests’ needs, queries and anticipated their unstated ones
* Complaint Resolution: Listened and resolved guests’ complaints
* Management:Oversaw and coordinated all arrivals and departures of special guests (VIPs, SAs etc)
* Coordination:Coordinated and managed communication between guests and staff and followed up to ensure complete service recovery
* Leadership:Directed, coached and managed guest relations team to ensure that all standards and operating procedures are adhered to
* Logbook Management: Managed activities logbook, assigned tasks appropriately and controlled daily schedules

**Burj Al-Arab Hotel “LHW”**

Sales Agent

* Establishment of Prospects:Called on prospects to solicit business, analyzed requirements of functions, outlined available hotel facilities and services offered and prices
* Sales Presentation: Adjusted content of sales presentations
* Record Maintenance: Maintained records of guest/ customer details
* Orders Submission: Submitted orders by referring to price lists and product details
* Reservation Verification: Verified reservations by letter, developedcontract and obtained signatures
* Coordination:Conferred with customer and hotel department heads to plan function details, such as space requirements, publicity, time schedule, food service, and decorations

**Sheraton Jeddah Hotel & Villas ”LHW” Jeddah, Saudi Arabia Jan 1999 – Dec 2001**

Team Leader

**Residence AinMariem Hotel, Bizerte, Tunisia Jan 1997 –Dec 1999**

Front desk Agent

**Educational Qualification**

**MBA (Middlesex University), Dubai , UAE 2015**

Master of HR Management & CIPD

**MBA (Mayfield University), California , USA 2012-2014**

Master of Business administration

**MSB (Mediterranean school of business), Tunis, Tunisia 1996 - 1997**

Diploma of Business administration

**HotelManagementSchool, Hammamet , Tunisia 1995 - 1996**

Diploma of Hotel Management

**Certificate of Baccalaureate, Bizerte, Tunisia 1993 - 1994**

Grand lycee 20 Mars

**Le Petit Lycee de Bizerte, Bizerte, Tunisia 1987 - 1992**

High School

**Al Maarif Primary School, Bizerte , Tunisia 1981 - 1987**

Primary School

**Professional Courses, Trainings and Certifications**

* UAE Labor Law Diploma 2015
* Hotel Management School 1995
* Certificate of Professional Ability 1995
* Sheraton Guest Satisfaction System 1997
* Certificate of Excellence 1997
* Certificate of Achievement
* Best Hotel of the Year Award 1997
* Fire Safety Incentive Course in Sheraton Jeddah Hotel and Villas
* The Silver Platter Award
* German Language Course 2002
* Employee of the Month – Burj Al Arab Hotel
* Guest Services Training – Burj Al Arab Hotel 2003
* Certificate of Service (recognition award for completing 3 years)
* Certificate of Appreciation 2003
* Employee of the Month – Jumeirah Beach Hotel
* Department Task Trainer 2004
* Introduction to Interviewing
* Performance Appraisal
* Fundamental of management training
* Coaching Training
* IQR Reviewer Certified

**Professional Skills**

* UAE Labor law expert
* Sound ability to learn fast and grasp information easily
* Dynamic and vibrant personality and can work under time pressure
* Work well independently and as part of a team
* Committed to maintain quality of work
* Positive attitude towards dealing with people at all management levels
* Ability to solve problems and effective decision-making skills
* Drive to continue learning throughout career
* Highly motivated and possess appropriate personal characteristics such as perseverance and energy
* Well mannered, articulate and fully aware of multicultural diversity
* Timely, consistent, accurate and excellent in customer service
* Excellent leadership and communications skills
* Work effectively and always towards efficiency, responsible and accountable
* Accustomed to adopt and manage rapid change and demands
* Ability to multi task in a fast paced environment and to quickly assess situations and respond accordingly

**Computer Skills**

* Microsoft Applications / Internet
* Fidelio
* Adaco System
* Micros

**Languages**

* Arabic (Fluent)
* English (Fluent)
* French (Fluent)
* German (Basic)

**References**

References to be provided upon request