

**AFSAL**

Curriculum Vitae



**ADMINISTRATION & CUSTOMER SERVICE MANAGEMENT PROFESSIONAL**

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Please scan to capture contact details

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 **AFSAL**

**Administration, Hospitality | Customer Service Management**

**Career Summary**

* Competent & diligent professional with 7+ years of rich experience in managing Office Administration, Hospitality Management and implementing measures / modifications in the operating procedures to optimize resources. Hands on knowledge in developing procedures, service standards and operational policies for hospitality upkeep.
* Deft in managing wide spectrum of administrative tasks including maintenance of office equipment, vendor management, monthly and quarterly finance reporting, purchasing, stationery records, inward and outward mails and coordination between business units and offices.
* Knowledgeable in observing, implementing and controlling office hygiene, tidiness, orderliness, waste of stationeries, absenteeism and late reporting of staffs. Exceptionally well organized with a track record that demonstrates self-motivation, creativity and initiative to achieve both personal and corporate goals.
* Proven ability to provide a high level of Customer Service surpassing market standards. Excellent leadership, negotiation, oral/written communication, interpersonal, intuitive, and analysis skills; thrives in both independent and collaborative work environments.

***Core Expertise:***

**Career History**

**- Majid Al Futtaim Dalkia (du Telecommunication project), Dubai, UAE**

**Administration and Hospitality Supervisor (June 2010 – Jan 2014)**

**Logistic Supervisor (May 2008 – May 2010)**

**Domain Skills**

* Managing Office Administration, Office maintenance including housekeeping, vendor management, general operations, Vendor coordination and stationery maintenance and payment processing.
* Maintaining and managing upkeep of office administrative facilities and ensure availability of daily miscellaneous requirements.
* Liaising and coordinating with various departments within the corporate office and all branch offices, following up on pending issues and actions.
* Taking care of all admin activities including Maintenance, preparation, analysis, negotiation, and review of utility contracts, Record keeping, Office supplies Procurement & Disposal, Vendor management etc.
* Identifying service improvement initiatives and Initiating service improvement plans, interpreting technical issues and relaying business impact to the business owners.
* Ensure all service levels as agreed are matched to the client’s expectations as per the length and breadth of the contract.
* Participates in the investigation and resolution of the most complex and unusual problems. Ensures detailed documentation of problems.
* Corresponding and communicating on the company behalf including checking & responding to the e-mails with strict confidentiality.
* Maintains a variety of financial records such as petty cash fund, Purchase orders and cheque requisitions. Provide a yearly performance evaluation/assessment of employees within the FM.
* Creates service requests & work orders thru MAXIMO system for all asset types on a single platform. Produce ID Cards with du logo using Cardfive 7.7 software & provide access to staffs as requested by HR.
* Processing payroll and supplier invoices, ordering new stock and maintaining stock levels and liaising with suppliers regarding queries.
* Managing logistics functions negotiating with transporters, shippers and agents for cost effective transporting solutions. Monitoring and analyzing the loss in transit and undertaking measures to control the same.
* Providing high level administrative support involving efficient management of office equipment, communication instruments, office automation, office administration and transport.
* Anticipating and identify potential problems in relation to issues arising, particularly when priorities can change at very short notice.

**Preceding Assignments**

**-** **Vodafone Retail Store, Bangalore, India**

**Sales Executive (Working period)**

**Career Highlights**

* Certified Best Employee for the year 2012.
* Achieved a saving of AED 2 million for the year 2013 (Cost Control).

**Education**

* **Advanced Diploma in Computer Hardware Engineering** from IIHT, Bangalore, India.
* **Diploma in computer applications** from CADD Centre, India.

**Trainings**

* **System application program training (Maximo, ERP & Concept 500).**
* **Customer Service training.**

**IT Skills**

Proficient in Windows, MS Office, Photoshop, AutoCAD & 3D MAX, Internet and Email Applications.

**Personal Details**

* **Languages :** English, Hindi, Malayalam and Arabic
* **Nationality :** Indian
* **Driving License** : Valid UAE
* **Visa Status :** Visit Visa