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| Name : Mr. Salim Availability : Ready to join immediatelyVisa Status : Employment Visa from Free Zone Co. (Transferable / NOC) **Email :** salim.383885@2freemail.com  |  |

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| **Executive Summary**  |

Dynamic, enthusiastic and service-oriented professional with 15+ years’ experience in Office Administration. Proven competencies in handling wide range of customer service,office administration, general affairs, document management, and HR. Demonstrated strong ability to do multitask, maintain strict confidentiality of company records, coordinate with third parties and surpass performance parameters. Possesses flair in establishing bond with multicultural clientele to deliver high service standards utilized to contribute to company’s business growth.

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| **Strengths** |
| * 15 years proven Gulf experience
* Organization-Coordination Abilities
* Adaptable to Dynamic Business Scenario
 | * Strong background with JAFZA base Multinational company
* Excellent Communication-Interpersonal Skills
* Ability to multi-task
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| **Employment History** |

**Feb 2008 – Jul 2018 : Asst. Manager –Office Administration / General Affair**

**LG Electronics – Africa Logistics FZE**

Dubai – U.A.E.

**Administration**

* Point of contact on personnel administration and public relations matters; ensure smooth functioning of the department in handling day-to-day transactions.
* Maintain confidentiality in all official company correspondence, quotations, inquiries, contracts/legal documents.
* Carry out administrative duties efficiently including correspondence, logistics coordination, customer relations also supplier dealings.
* Provide support to various departments and perform filing, e-mailing, faxing and record keeping.
* Handle complete facilities set up and upkeep; ensure enough supplies to support operations.
* Adherence to set rules, policies-standard procedures in performing individual duties and responsibilities.
* Liaise with different departments and third parties outside organization to coordinate activities, exchange information and resolve issues to ensure timely implementation of objectives.
* Established Admin team in branch level to sustain better admin support.
* Worked out on best way of reducing cost and to achieve positive result in repairs and maintenance.
* Coordinate and work cooperatively with government departments, labour, and ministries; complete formalities related to trade license, visa, health card, immigration and municipality.
* Visiting overseas embassy and consulate to apply business visas for business tripper.
* Effectively manage all official letters, documents, contracts etc.
* Actively involved in managing the Leased Company’s properties, managing their timely payments.
* Handling day to day activity of Admin driver, Office boys and security.
* Managing company Electricity, Water and Telephone Bills.
* Handling petty cash expenses for admin. Related expenses.

**General Affair / Customer Service**

* Act as first point of contact for customers while projecting professional image at all times.
* Process customer transaction and respond to queries in a responsive, accurate and timely manner.
* Apply basic concepts, practices and procedures of handling clientsinquires while meeting quality standards for customer services. Refer unresolved grievances to concerned department for further investigation.
* Uphold proactive communication with customers through phone, e-mail or regular mail.
* Official printing material arrangement e.g. Letter head, envelop, business cards and employee ID cards.
* Maintain records of customer interaction and transactions, document details of inquiries.
* Preserve proper records of incoming and outgoing correspondence, file documents/letters systematically and keep all assigned files up-to-date.
* Create a positive company image in every interaction with internal and external customers
* Adhere to company brand standards
* Support marketing team in arrangement of Annual distributor’s conference and events.
* Procuring hotel contract and taking care of hotel booking for company guest and new joiners.
* Liaised with new staffs for various concerns such as car lease, new mobile SIM, electricity connection, internet connection, children’s school admission support and JAFZA Gate pass.
* In-charge for searching and acquiring residential properties for employees; negotiating on lease agreements.
* Liaise with various departments & coordinate activities.
* Directed the whole scale of administrative operations, travel bookings, hotel reservations and visa processing.
* Procuring and Managing outsource labor and Hygiene team as per daily requirement.

**HR - Administration**

* Shortlisting candidates as per department requirement and support at interview process.
* On-boarding formalities / exit formalities for the employees.
* Managing Medical, Emirates ID, Labor Contract with PRO’s for new visa, visa renewal for employees.
* Time and Attendance system management for Attendance.
* Employee relations such as attending various letter requests by employees.
* Proficient in managing modern HR Systems
* Knowledge of JAFZA / UAE Labour Law.
* Verifying staff by Managing Corporate Sims for all the staff from the leading telecom provider and sending the Monthly deductions list to payroll.
* Looking after deletion, amendment, distribution & submission of claims of medical Insurance Cards to all staff and settling invoices on quarterly basis claiming insurance reimbursement and other reimbursements for employee.
* Organizing and maintaining documents such as Employee files, Tenancy contract for staff and labor accommodation, Employee Passport etc.
* Provide efficient HR & Administrative support to the entire organization.
* Conducting Annual staff parties, Team Building activity, Iftar parties, Etc.

**Sep 2003 – Feb 2008 : Administration Assistant**

**Middle East Insulation LLC**

Dubai – U.A.E.

**Admin Assistant**

* Read and analyze incoming memos, present reports to find out their significance on various concerns and plan their distribution to appointed unit for proper response.
* Open, sort and deliver incoming correspondence, including faxes and e-mail.
* Preserve proper records of incoming and outgoing correspondence, file documents/letters systematically and keep all assigned files up-to-date. Keep confidentiality in all company documents.
* Liaise between management and employees on all administration matters.
* Primarily giving all assistance to the HR / Admin. Manager in day-to-day activities.
* Administrative function: regulating visa formalities and Co-ordination with PRO for employment procedures. New employees joining formalities & Introduction. Employees insurance, Record keeping & follow-up for registration & renewal of company vehicle, Airline ticket Booking, Hotel Booking, Lessoning with Etisalat & DEWA, Procuring stationary & office equipment’s. Maintaining employee’s personal files & office records. Office correspondence and follow-ups. Employee exit formalities.
* Maintain contacts with all external agencies and associations. Maintaining daily staff attendance record, transportation, Labour camps & contract.
* Supported the smooth running of the office on a day-to-day basis and support the accounts.

**Oct 2000 – Sep 2003 : Material Management Store (Customer Support)**

**Tata Teleservice (Mah) LTD**

Mumbai – India

* Material Receipt: - Preparing GRN for all the material received to stores.
* Octroi: - Informing octroi agent regarding material and material value.
* Inspection: - All the goods received from warehouse are physically verified.
* Dispatches: - As per the requisition received from operation head or from dispatch dept. Material is dispatched to the respective location, franchisee or vender via invoice, delivery challan & gate passes.
* Faulty Material’s: - All the faulty material’s received from field are segregated and are dispatched to respective vendors for the repairs.
* SAP, Meta Solve Entry & CRM: - All the SAP & Meta Solve entries are made on time as per the installation, disconnection, replacement, shifting & dispatches.
* Inventory: - All imported material and local purchase material are checked as per invoice and packing List.
* Staging of Material: - All material is stage in there respective location in proper manner.
* Stock statement: - On daily basis stores, stock is circulated to respective concerned head.

**Education Qualification& Certification**



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* Higher Secondary Education in Commerce - From Burhani College of Commerce.
* Certificate course in computer operation, windows application - From 786 computer institute
* Successfully completed computer course - From Swift India NIIT
* Certificate from Maharashtra State Bureau India of Examination for typing speed 40 w.p.m

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| **IT Skills** |

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* Proficient in MS Office application (Word, Excel, Power Point, Outlook, MS windows, SAP& Internet).
* Have knowledge in computer hardware and software
* Maintain company IT equipment like printer, copier machine, access card and Fax machine.

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| **Trainings** |

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| * Was in Sea Cadet Corps (Mumbai – India) as cadet on Training ship Jawahar for 3 ½ years and attained Rank of Able Cadet.
* Sep 2008 - Integration of Sales & Marketing from American University Dubai
* Oct 2011 – Attain LG Electronics MEA IT Conference at Seoul - South Korea
* Dec 2012, Oct 2013, Oct 2017– Attain LG Electronics MEA IT Conference at Dubai.
* Feb 2017 - Heart Saver First Aid CPR & AED from American AESD center at Cedars Hospital Dubai
* Jun 2017 - LG Electronics Team Building Activity at Lagos - Nigeria
* Jun 2018 - LG Electronics Assets Management and Branch visit at Abidjan – Ivory Coast
* Jun 2018 - LG Electronics Team Building Activity at Lagos – Nigeria

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| **Achievements** |

* Dec 2008 - Peer Recognition award from LG Electronics President.
* Nov 2012 - Received an award for Best employee of the Month from LG Electronics President.
* Feb 2013 - Received Long service award on for Five years of service with LG Electronics from LG Electronics President.
* May 2014 - Promotion Award to higher Grade G2 from LG Electronics President
* Nov 2016 - Received an award for Best employee of the Month from LG Electronics President.
* Feb 2018 - Received Long service award for Ten years of service with LG Electronics from LG Electronics President.
* Mar 2015, 2016, 2017 - Increment for Performance & contribution to LG Electronics during the fiscal year
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| **Personal Details**  |

Nationality : Indian

Date of Birth : 21st January 1976

Marital Status : Married

Languages : English, Hindi & Urdu

Driving License : Light Vehicle (UAE)

Hobbies : Reading news & swimming

Reference : Available upon request

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