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| Total Experience UAE 9.4 years + Pakistan 10.5 years = **19.9 years** |

| Date of birth 08-04-1984 | Nationality Pakistani | Religion Muslim |

OBJECTIVE

"A hard working individual looking for a challenging position where I can showcase my skills and contribute to the growth of the organization. I would like to enhance my technical and soft skills by taking up challenging assignments and expanding my knowledge, "Success is no accident. It is hard work, perseverance, learning, studying, sacrifice and most of all, love of what you are doing or learning to do"

WORK EXPERIENCE

As Office Manager/HR Assistant/Recruitment/Customer Support Executive Peoples Recruiting Bureau-Overseas Employment Agency (Lahore, Pakistan)

Oct 2018 - Present
5.5 Years

Responsibility: Organize & manage employee records, Addressing employee questions or concerns related to HR policies during onboarding, Updating employee handbooks, Assist in resolving employee conflicts, Assists in the recruitment process match candidates to suitable jobs. Screen & shortlist candidates before employers interview them & the work of administrative staff. Processing invoices and managing office budgets

As Project Secretary/document controller cum Assistant Accountant/Logistic/Store Keeper

May 2009 - Aug 2018
9.4 Years

CCTC (Control Contracting & Trading Co.) WLL (Abu Dhabi, United Arab Emirates)

Responsibility: Organize & manage secretarial administrative support to Partners & project teams answering calls, taking messages & handling correspondence. Maintaining diaries & arranging appointments organizing meetings (producing agendas & taking minutes), Preparing & collating reports, filing, managing databases, prioritizing workloads and being Document Controller professionally maintains organized & updated documents for a business using document management software, uploading or scanning paper documents, obtaining documents & ensuring proper, secure storage, manage an organization's inventory levels by monitoring incoming and outgoing goods/Material

As Sectional Manager of Documents and Computer Sections cum Admin Accountant

Jan 2007 - Apr 2009
2 Years

Peoples Recruiting Bureau-Overseas Employment Agency (Lahore, Pakistan)

Responsibility: Organize & manage relationships with key internal & external stakeholders, understand & deliver on their operational needs, & identify and resolve issues timeously. Plan, manage & control the budget for the relevant areas of responsibilities. Demonstrate behaviors in line with safety, health & environmental standards document manager oversees data governance, ensures regulatory compliance & safeguards critical business information

As Business Development Officer/ Customer Services Representative

Jan 2006 - Dec 2006
1 Year

CITI BANK. GMS (Global Marketing Services) Lahore, Pakistan

Responsibility: Organize & manage to Analyzing current & past financial data & providing strategies to cut costs & increase revenue, Leading the charge on market research plans to identify new opportunities, Working with executives to implement marketing strategies and new opportunities, customer service representative supports customers by providing helpful information, answering questions & responding to complaints, also front line of support for clients & customers to help & ensure that customers are satisfied with products, services, and features

As Customer Services Representative /Customer Relationship Officer

Jan 2004 - Dec 2005
2 Year

UNITED BANK LIMITED- UBL - Lahore, Pakistan

Responsibility: Organize & manage to customers/clients by providing helpful information, answering questions & responding to complaints, Ensure that customers are satisfied with products, services, and features, Customer Relationship Officers handle the concerns of the people who buy their company's products or services & work to rectify issues experienced by individual customers as well as aim to improve the organization's overall customer satisfaction ratings

ACADEMIC EDUCATION

- Bachelor's Degree (Bachelor of Commerce) B.com, Grade A/1st Division – 65.40% (981/1500), Specialization in Commerce - (Accounts, Banking, Finance & Administration), From- University of the Punjab, Lahore – Pakistan – [HEC/UAE\(MOFA\)attested Bachelor's degree](#) 2005
- I.Com / A Level (Intermediate) from Lahore Board (554/1100), 2nd Division, 50.36 % 2003
- Metric / O Level from Lahore Board (523/850), 1st Division, 61.52 % 2001

COMPUTER EDUCATION/DIPLOMA'S

- Diploma in **Computer Application/MS Office** (Word processing documents, Creating and managing spreadsheets Excel, power point, Email communications Supports, Typing, Networking, Surfacing, Browsing, Using databases, Online research, Image editing)
- Diploma in **SAP** (Human Capital Management (**SAP HCM**) Production Planning (**SAP PP**) Material Management (**SAP MM**) /ERP-Enterprise Resource Planning, **Warehouse Management Systems-WMS**, **Transportation Management Systems-TMS** / (Tally ERP/ Peachtree/Quick Books/Sage/Excel) –**ACCOUNTING/INVENTORY/REPORTING.**

CERTIFICATION

From Ali Computer College Lahore
Pakistan-2001

From NCC Computer College Lahore
Pakistan-2019

From Gulf Technical & safety Training
Centre Abu Dhabi, UAE-2009-2018

From Gulf Technical & safety Training
Centre Abu Dhabi, UAE-2009-2018

From Emirates Technical & safety
Development Centre Abu Dhabi,
UAE-2009-2018

TRAINING

From Third party/Client's-Abu Dhabi,
UAE-2009-2018

From Third party/Client's- Abu Dhabi,
UAE-2009-2018

From Third Party/Client's/Social
Media/YouTube/Google etc.

From Third Party/Client's/Social
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From Third Party/Client's/Social
Media/YouTube/Google etc.

SKILLS & QUALITIES

PERSONAL SKILLS

LANGUAGE SKILLS

COMMUNICATION SKILLS

ORGANISATIONAL / MANAGERIAL SKILLS

JOB-RELATED SKILLS

COMPUTER SKILLS

DRIVING LICENCE

HOBBIES

- **MS Office Certificate** (Word, Excel, Power Point, Outlook, Networking, Surfacing, Browsing, Email Supports)
 - **SAP/ERP- Certificate** (Human Capital Management (SAP HCM) Production Planning (SAP PP) Material Management (SAP MM), ERP-Peachtree/Tally ERP/Quick Books/Sage/Excel)
 - **Basic First Aid Certificate D for Danger** – Assess the situation. R for Response – Check consciousness, check on vital signs. A for Airway – Open airway. B for Breathing – Check respiration rates, C for Circulation – Give chest compressions
 - **PTW-Permit to Work Certificate (Construction, Oil & Gas Field)** Application & Approval, Understanding Work Conditions, Communication, Display of PTW, Supervision, Maintain Controls, Suspension & Deviation, Inspection & Closure, Compliance, Feedback & Reporting
 - **Fire Warden Certificate**-Implement fire safety measures in a building or workplace that reduce or remove the likelihood of fire
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- **Computer Software's/ERP's Training** (For MS Office Professional training i.e. word, excel, power point, outlook-For HRM (Human Resources Management/Accounts/ Payroll process is E-PROMISE ERP-For /T ime Attendance is TIMEPAQ ERP-UAE Based-For warehouse/store/Inventory/Procurement is E-PROMISE ERP)
 - **Supply Chain Management Training** - PGD – SCM (Post Graduate Diploma) in International Supply Chain Management (UK) Organized/arranged periodically by third party for employees in UAE
 - **Project management software Training** (Construct, Pro Core), Financial modeling and analysis (e.g., Microsoft Excel), **Knowledge of procurement software Training:** (e.g., SAP Ariba, Coupa, or Oracle Procurement), **Inventory management** (e.g. Katana, Cova), **Document management software** (Google Drive, Drop Box, Docu Ware, Logical Doc, Microsoft Share point, Docu Phase, M-Files)
 - **Digital marketing tools Training** (e.g., Google Analytics, Virtual Assistant, SEO), Social media management platforms (e.g., Hoot suite, Buffer), Content management systems/writing (e.g., Word Press, Drupal)
 - **Information Technology (IT) Support**, Network administration and security, IT infrastructure management, Cloud computing (e.g., AWS, Azure), **IT troubleshooting and technical support** (Proficiency in diagnosing and resolving issues related to operating systems (Windows, mac OS, Linux), Familiarity with remote support tools and techniques, The ability to document troubleshooting steps and resolutions)
 - **Communication and collaboration tools/ Virtual meeting and communication platforms** (Zoom, Google meet up, Microsoft teams, Dropbox)
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- **Interpersonal skills**, Communication Skills, Language Skills, adaptability, motivational, problem-solving, and analytical skills, Flexibility, Time Management, Collaboration/Teamwork, Customer Service, Conflict Resolution, Active Listening
 - **English** – Spoken/Written – Advanced/fluent
 - **Hindi (Urdu)** - Spoken/Written – Advanced/fluent – Native language
 - **Punjabi** - Spoken/Written – Advanced/fluent – Mother Tongue
 - **Arabic** - Spoken/Written – Intermediate/Basic Level
 - **Having good communication skills** gained through my professional career/experience as Project Administration/HR-Recruitment-Accounts-Warehouse-store-Inventory officer
 - **Leadership (currently responsible for a team of 10 people)** as HR/Recruitment Officer, Previously was a **team member of a professional team** worked as part of warehouse, Store & Accounts team **and in the projects worked as** admin/Secretary/Document Controller/Inventory Control Officer too (at Abu Dhabi United Arab Emirates)
 - **Having good command on Time Management/Inventory control process** (responsible for quality internal audit and maintain the stock via allocation of material/allocation of cost at different projects)
 - **Having good command on Microsoft Office™** tools, ERP-Time PAQ, E-Promise, SAP/ERP-Peachtree/Tally ERP/Quick Books/Sage/Excel
 - **Having Valid UAE Driving License LTV-Light Vehicle**-Automatic Gear Transmission/category 3 light motor vehicle
 - **INTEREST/CURRICULUM ACTIVITIES:**
Travelling, Adventures, visit new countries/places to explore the world/ideas/behavior/ culture/traditions, Playing Cricket, Foot Ball, Volley Ball, Swimming, Driving, Readings, Watching, explore Internet, Explore Ideas, Explore Information & technology, Explore Biographies, networking, Socializing, Develop Relations Professionally/Socially/Informatively, Helping, Supporting