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## SKILLS

Operations Management & Business Development

Marketing Strategies & Research Skills

Advanced Communication Skills

Conflict Resolution & Personnel Management

Proficiency in Microsoft Office & Digital media

## LANGUAGES

English

Native or Bilingual Proficiency

Hindi

Native or Bilingual Proficiency

Arabic

Full Professional Proficiency

## CERTIFICATES

"Developing smart schools to compete with world standards" - by EDUTPRO, India

"Academic Staff Improvization programme" - by Burooj Realization, Mumbai

# Mahmood Shaikh

## Administrative Manager

Driven administration and marketing professional bringing forth valuable industry experience and passion for management. Committed to deliver solution-focused working strategies to increase staff productivity, service quality and contribute to overall organizational enhancement. Possesses a combination of strong analytical and problem-solving skills, along with demonstrable abilities to implement strategic action plans and communicate needs and workarounds; by having worked in every capacity of business administration.

## WORK EXPERIENCE

### Administrative Services Manager

#### Al Qalam English School

06/2019 - 01/2022

Mumbai, India

##### Achievements/Tasks

- Optimized 25% of day-to-day school functionalities, by assisting the principal in managing school activities such as the supervision of classified support personnel, curriculum management, coordination & support for extra-curricular activities, transportation and building maintenance activities
- Drove the implementation of the student fee management, attendance & leave management and payroll management systems to enhance office operations
- Interviewed and recruited, driven & talented academic staff, by re-engaging qualified past candidates, to recommend further eligible candidates with the creation & implementation of an employee referral program
- Developed a highly efficient administrative team, through continuous guidance & coaching, to monitor student behavior, conduct performance reviews and identify & propose viable solutions to roadblocks, if any.
- Successfully performed a seamless transition from an offline to an online schooling structure, ensuring the academic staff upscaled themselves on virtual teaching technologies, facilitated the availability of course material in the form of presentations, videos, lecture slides, etc. to the students, ensuring student attrition stayed below 5%.

### Administrative Coordinator PT

#### Al Qalam English School

02/2018 - 03/2019

Mumbai, India

##### Achievements/Tasks

- Created and maintained detailed administrative processes and procedures to increase efficiency by 30%.
- Drove the implementation of automated software to track, record & report meeting minutes, messages and transcribe notes.
- Identified blockers, and proactively recommended changes to existing HR processes like hiring, transfers, terminations, etc, to decrease turnaround time by 40%.

### Customer Relations Advisor PT

#### Tech Mahindra Business Services

08/2017 - 01/2018

Mumbai, India

##### Achievements/Tasks

- Provided support and comprehensive product / service information to customers.
- Identified opportunities to enhance customer experience and offered meticulous support turning dissatisfied customers into happy customers.
- Served as a passionate member of the sales team, helping to drive overall service enhancement and sales score.

### Marketing Operations Coordinator

#### Fabco Luggage Company Pvt.ltd

06/2016 - 07/2017

Mumbai, India

##### Achievements/Tasks

- Implemented marketing and advertising plans across various platforms including social media.
- Communicated obstacles and improvement opportunities by understanding all vital aspects of brand standards, design, and production process.

## EDUCATION

### BA Psychology

#### Wilson College - University of Mumbai

06/2016 - 04/2019

Mumbai, India