

# JASEER JAMAL

ADMINISTRATOR



## CONTACTS

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Abu Dhabi, Abu Dhabi,  
United Arab Emirates

## ABOUT ME

With a solid foundation built over a 24-year career, I offer a comprehensive background in diverse facets of business operations. My professional journey spans 12 years in the vibrant UAE market, coupled with an equal tenure in India, equipping me with a global perspective and versatile skill set. My proficiency lays in General Office Administration, Secretarial duties, Data Analysis, Human Resources, and Back Office Management Support. Additionally, I am well-versed in financial aspects such as Accounts, as well as commercial activities including Purchase, Sales, and the Import-Export trade. As a seasoned senior-level executive, I have meticulously sharpened my abilities and accumulated a wealth of experience across a spectrum of industries. I am now poised to embrace a new challenge, eager to apply my accumulated knowledge to enhance operational effectiveness and contribute to the prosperity of your organization. My commitment is to not only fulfill my role but to exceed expectations, driving both our successes forward.

## SKILLS

Administration  
Secretarial  
Communication  
Customer Service  
Time Management  
Problem Solving  
Written Communication  
Organizational  
Team Work  
Book Keeping  
Documentation

## WORK EXPERIENCE

### MANAGER

SHUTTER POINT - Rolling Shutter Parts, Thiruvananthapuram, Kerala, India  
Dec 2017 - Jan 2024

- Spearheaded staffing strategies for optimal departmental performance.
- Oversaw end-to-end employee lifecycle: from recruitment to training and performance management.
- Ensured adherence to company policies, regulations, and productivity benchmarks.
- Fostered a collaborative work environment, motivating employees towards goal achievement.
- Cultivated a positive workplace culture conducive to productivity and employee satisfaction.
- Formulated and executed strategies to meet departmental and company objectives, enhancing business outcomes.
- Managed budgets and inventory, ensuring accurate financial tracking and resource allocation.
- Upheld high-quality standards and elevated customer service benchmarks.
- Proactively identified and resolved operational bottlenecks, driving efficiency.
- Conducted comprehensive evaluations to drive continuous improvement.
- Actively participated in team initiatives to achieve organizational goals.
- Pursued ongoing personal and professional development through education and training opportunities.
- Innovated sales strategies, resulting in a 15% revenue surge within the initial quarter.
- Provided guidance and training to a 20-member team, enhancing performance and efficiency.
- Cultivated strong client relationships, boosting customer retention by 20%.
- Led cross-functional teams to deliver projects on time and exceed client expectations.

### EXECUTIVE SECRETARY

EMIRATES STEEL WOOL MANUFACTURING EST., Abu Dhabi, UAE  
Nov 2015 - Apr 2017

- Stepped into the role of Export Manager when needed, overseeing Export Desk operations.
- Fostered effective communication channels with Customers and Suppliers to facilitate smooth transactions.
- Prepared various documents including Quotations, Pro-Forma Invoices, Purchase Orders, and Import/Export Shipment Documents.
- Managed logistics by coordinating container and truck arrangements for Import/Export Shipments.
- Coordinated the dispatch of Samples to clients, ensuring timely delivery.
- Monitored Customer job progress and Payment Status, ensuring timely payments.
- Maintained and organized important documents and confidential files for easy retrieval.
- Utilized SAGE computer software proficiently for streamlined record-keeping and data management.
- Orchestrated executive meetings and conferences, managing scheduling, agenda preparation, and logistics.
- Facilitated seamless communication among executive team members, stakeholders, and external partners.
- Efficiently managed complex calendars, prioritized appointments, and arranged travel for executives.
- Implemented robust filing systems and document management processes to ensure accessibility of critical information.

### SENIOR ADMINISTRATOR

FORESIGHT STEEL INDUSTRIES L.L.C (Foresight Group – Trailer Factory), Abu Dhabi, UAE  
Dec 2011 - Sep 2015

- Assume full accountability for Plant Manager duties in their absence, overseeing all administrative operations seamlessly.
- Foster positive relationships with customers and suppliers through effective communication and collaboration.
- Prepare a comprehensive range of documents including quotations, invoices, export shipment documents, and internal communications, ensuring compliance with regulatory requirements.
- Provide technical assistance to foremen and supervisors as required, leveraging expertise to support operational efficiency.

Data Base Management
Multi Tasking
Technology
Event Planning & Scheduling
Interpersonal
Conceptual
Data Analyst
Ticketing

**IT SKILLS**

MS OFFICE
AUTOCAD
JD EDWARDS (ERP)
DOLPHIN
SYNERGY
SAGE
DESCAS

**LANGUAGES**

English
Hindi
Malayalam
Tamil
Arabic

**PERSONAL DETAILS**

Date of birth
27/11/1979
Nationality
Indian
Visa status
Residential
Marital status
Married

**DRIVING LICENSE**

Light – UAE
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- Utilize AutoCAD for precision trailer design, adhering to specified requirements and standards.
- Monitor customer job progress and payment status meticulously, ensuring adherence to timelines and financial obligations.
- Maintain an updated employee roster and cultivate a positive work environment conducive to employee satisfaction and productivity.
- Manage recruitment processes by advertising vacancies, conducting preliminary interviews, and coordinating pre-employment procedures.
- Safeguard critical documents and uphold confidentiality protocols to maintain data integrity and security.
- Leverage Dolphin and Synergy computer software proficiently for administrative tasks and efficient data management.

**EXECUTIVE SECRETARY AND ADMIN COORDINATOR**

AL JABER STEEL PRODUCTS L.L.C (Al Jaber Group – Trailer Factory), Abu Dhabi, UAE  
May 2005 - Dec 2011

- Assume full Plant Manager responsibilities during absences, effectively managing administrative tasks.
- Oversee seamless communication with customers and suppliers to facilitate efficient correspondence.
- Prepare diverse documents such as quotations, invoices, and export shipment documents promptly and accurately.
- Offer technical support to foremen and supervisors, employing AutoCAD for precise trailer design.
- Monitor customer job progress and payment status diligently, ensuring punctual completion and invoicing.
- Manage employee lists, advertise job vacancies, and streamline pre-employment processes.
- Safeguard critical documents and uphold confidentiality standards utilizing JD Edwards software proficiently.

**COUNTER SUPERVISOR**

SKYPALACE TOURS & TRAVELS, Thiruvanthapuram, Kerala, India  
Jan 2000 - Oct 2004

- Coordinate comprehensive travel arrangements for customers, encompassing air ticketing, passport issuance and renewal, and emigration clearance.
- Provide precise instructions to staff to efficiently fulfill customers' requirements and ensure satisfaction.
- Prepare necessary correspondence, including letters and emails, promptly and accurately.
- Maintain organized records of incoming and outgoing faxes and important documents for easy access and reference.
- Accurately tally monthly accounts to maintain financial transparency and accountability.
- Supervise ticket sales operations, ensuring smooth and accurate transactions for seamless customer service.

**STATISTICAL INVESTIGATOR GRADE II**

DEPT OF ECONOMICS & STATISTICS, Govt. of Kerala, Thiruvananthapuram, Kerala, India  
May 2022 - Nov 2022 (Part Time Job)

- Conducted agricultural census surveys efficiently and accurately.
- Collected, analyzed, and interpreted agricultural statistics data meticulously.
- Gathered samples and conducted surveys as required, ensuring comprehensive data collection.
- Generated detailed reports based on meticulously collected and analyzed data.
- Contributed to statistical research projects by providing valuable assistance and insights.
- Employed land data analysis techniques to classify various types of land accurately.
- Regularly communicated findings and progress to supervisory officers, ensuring transparency and accountability.
- Utilized DESCAS computer software proficiently for streamlined data management and analysis processes.

**ADMINISTRATION SUPERVISOR**

TATA TELE SERVICES LTD., Thiruvananthapuram, Kerala, India  
Oct 2004 - Jan 2005 (Part Time Job)

- Supervise administrative operations across district offices, ensuring efficiency and cohesion in multiple locations.
- Offer comprehensive support as a Personal Assistant to the Senior Manager, addressing needs promptly and effectively.
- Coordinate and organize all necessary resources for officers to carry out their duties efficiently.
- Provide regular and detailed reports on daily activities to the Head Office, fostering transparency and clear communication channels.

### **STATISTICAL ENUMERATOR**

DISTRICT INDUSTRIES CENTER, Govt. of Kerala, Thiruvananthapuram, Kerala, India

Nov 2002 - Feb 2003 (Part Time Job)

- Conduct fieldwork to meticulously gather data on small-scale industries.
  - Verify both the quantity and quality of work within these industries with precision.
  - Prepare balance sheets accurately, adhering to proprietors' instructions and guidelines.
  - Compile comprehensive balance sheets based on insightful conclusions drawn from meticulously collected data.
  - Report findings promptly and effectively to higher-ranking officers for informed decision-making.
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### **EDUCATION**

#### **Bachelor of Science - BSc. Statistics**

University of Kerala, Thiruvananthapuram, Kerala, India

2000

#### **Computerized Office Management, Internet & E-Commerce**

STED PROJECT, Govt. of India, Kozhikode (Calicut), Kerala, India

2001

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