

ABDUL RAHIM

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OFFICE MANAGEMENT & ADMINISTRATION PROFESSIONAL

Highly motivated and energetic professional with over 15 years; experience in office Management and administration

Exhibit impressive performance record and well-rounded background in optimizing internal support performance; streamline workflow processes by implementing new techniques, Instrumental in performing operational and administrative duties which require a range of knowledge of organizational procedures and policies. Possess ability to compose, edit, and proofread correspondence and reports and prepare a wide range of administrative documents. Demonstrate excellent interpersonal and research abilities as flexible and analytical with a keen eye for details; efficiently work with cross-functional teams to achieve business goals.

AREAS OF EXPERTISE

- | | | |
|------------------------|------------------------|---------------------|
| ◆ Managerial skills | ◆ Team Handling | ◆ Customer services |
| ◆ Office Management | ◆ Complaint resolution | ◆ Time Management |
| ◆ Human Resource | ◆ Pressure absorber | ◆ Cost Control |
| ◆ Communication Skills | ◆ Inventory Control | ◆ Internal controls |

PROFESSIONAL EXPERIENCE

OFFICE MANAGER AND ADMINISTRATOR –S.K.H TECHNICAL SERVICES LLC DUBAI

DEC-2019 To CONTINUE

- ◆ Organize Office operations and procedures
- ◆ Manage relationship with vendors, suppliers, service providers and landlord ensuring that all items are invoiced and paid on time with proper record keeping.
- ◆ Ensures office efficiency is maintained by carrying out planning and execution of equipment procurement, layout and office systems
- ◆ Responsible for recruiting staff for the office and providing orientation and training to the new staff
- ◆ Assign and monitor clerical, administrative and secretarial responsibilities and tasks among office staff
- ◆ Monitor and coordinate office staff activities to ensure maximum efficiency
- ◆ Plan and coordinate administrative procedures and systems and devise ways to streamline processes.
- ◆ Coach, Mentor and discipline office staff
- ◆ Allocate available resources to enable successful task performances
- ◆ Monitor and maintain office supplies inventory

BRANCH OFFICE MANAGER –MEEZAN BANK LTD (BEST BANK OF PAKISTAN 2018 PAKISTAN)

Nov-2006 To December 2018

- ◆ Managed +15000 customers portfolio
- ◆ Customer care and relationship building
- ◆ Lead branch banking operations, consists of cash /Accounts/Operations/Sales Customer Services / HR and Admin Departments Ensure customer satisfaction by providing efficient and effective service.
- ◆ Establish and monitor procedures for record keeping
- ◆ Handle customer enquiries and complaints
- ◆ Ensure security, integrity and confidentiality of customer and office data

ASSISTANT MANAGER OPERATIONS - BANK ALFALAH LTD, RAHIM YAR KHAN, PAKISTAN**JANUARY 2003 TO NOVEMBER 2006**

- ♦ Monitoring of daily activity of bank accounts and reconciliation of affairs heads.
- ♦ Monthly, quarterly and yearly reporting to HO/SBP
- ♦ Issuance of treasury bank cheques to customers and reconciliation of balances with other banks.
- ♦ Clearing Inward, Outward.(DD, RTC, Pay Orders, Pay Slip)
- ♦ Handling of outward & inward bill for collection.
- ♦ Handling of cash (Day Open and Transfer to the Tellers)

EDUCATION & CREDENTIALS

MASTER IN BUSINESS ADMINISTRATION | THE PREMIER COLLEGE, LAHORE, *Pakistan – 1999***BACHELOR OF BUSINESS ADMINISTRATION** | THE INTERNATIONAL UNIVERSITY, LAHORE, *Pakistan – 1998***PROFESSIONAL TRAININGS**

- ♦ Training Course on “Innovate Your Potential”.
- ♦ One week workshop on “Customer Services Tools”.
- ♦ Training Course on “Managerial skills”.
- ♦ Training Course on “Time Management”
- ♦ Training session on “Office Management”.

PERSONAL DETAILS

|| **NATIONALITY:** Pakistani || **VISA STATUS:** VISIT VISA till Dec, 2020 || **DRIVING LICENSE:** Pakistan