



A results-oriented professional with proven success of **6+ years** in general administration, office management, HR activities and ISO Audit Coordination. Familiar with office procedures, equipment, systems and practices. Well organized with pleasing phone manners and perform well in high pressure fast paced environments. Strong verbal and written communication skills. A team player who is able to relate to people at any level, multi-tasking abilities, ability to grasp and adapt to new environment and procedures. Computer proficient.

PERSONAL INFORMATION

Nationality: Indian
Date of Birth: 20th Jan 1991
Marital Status: Married
Visa: Residence
Languages: English, Hindi, Malayalam & Arabic (Read & Write)
UAE Driving License

CONTACT

PHONE: 971-55-3964994

EMAIL: mafnakader88@gmail.com

SOFTWARE SKILLS

MS Office
Diploma in Computerized financial accounting

MAFNA RAYEES

Experienced HR Associate/ Admin/ ISO Coordinator in Reputed Companies in UAE

Available to join immediately

Mob: 055 3964994

Email: mafnakader88@gmail.com

LinkedIn Profile: Mafna Rayees

EDUCATION

American Heritage University / London City College

Bachelor of Business Administration (2012)

Dubai, UAE

Gulf Model School

KG to Grade 12

Dubai, UAE

WORK EXPERIENCE



AL GHANDI AUTO

Position: Service Administrator (Aftersales)

Company/ Industry: Automotive Dealer of GMC, Chevrolet & Cadillac vehicles in UAE

July 2019- August 2020

Key Responsibilities:

- Succeeded in ensuring timely filing of Aftersales policy documents along with other vital documentation and filing of documents in a central place assuring availability to the Aftersales staff members.
- ISO Audit procedure and updating the necessary documents.
- Preparing the monthly shift schedule of all the employees.
- Coordinate office activities and operations to secure efficiency and compliance to company policies.
- Preparing the attendance Report, Overtime sheets, Rejoining Reports of staff.
- Meeting the Customers for all the queries regarding warranty, service histories, refunds etc.)
- Collecting all the requests (doc. Request, passport request, leave application etc.) from staff and sending to the HR Dept.
- Preparing monthly organization charts, staff and facilities Report, Vehicles mileage Report etc.
- Preparing monthly overall productivity Report for incentive calculation.
- Sending the daily SSS Reports to the aftersales Admin Dept.
- Providing Service history and letters required to the customers.
- Scheduling the drivers in each location and different shifts every month.

STRENGTHS

- Excellent Oral and Written communication skills
- Able to grasp new concepts quickly and efficiently.
- Versed in UAE employment Laws
- Can Multitask & Handle Pressure
- People Management & Leadership Skills
- High Sense of Commitment & Responsibility
- Good Interpersonal skill.
- Diploma in Computerized financial accounting
- Preparing CAPEX, PO requisitions for all office requirements.
- Managing the Cleaning and Security staff.
- Providing induction and all the necessary arrangements for the new joiners.
- Preparing the final clearance forms and attendance Reports of staff.
- Regularly updating the first aid checklists and fire & safety forms every month.
- Track and replace office supplies as necessary to avoid interruptions in standard office procedures
- Contacting the company Contractors in case of workshop and office maintenance.
- Regularly monitoring the attendance of the employees and reporting the management if any absenteeism observed.
- Providing the secretarial support to the Aftersales Manager.
- Sending the Asset disposal forms, Probation Review forms, Uniform requests, document request forms, Leave applications, incident reports etc. whenever required to the concern departments.
- Preparing the shift schedule every month.
- All other administration support as required.



VKM INVESTMENTS LLC. DUBAI, U.A.E.

Position: HR/ Office Administrator

Company/ Industry: Real Estate

(June 2016- April 2019)

Key Responsibilities:

- Gathering information about people who are interested in buying and selling properties
- Perform duties related to property management collecting and recording rent payments
- Creating work orders for maintenance, technicians or building supervisors, paying utility bills and other property expenses.
- Answer Telephone and take messages, Distribute incoming mail, operate scanner. Create documents.
- Clerical support to agents and brokers during the sales process. This involves photocopying sales documents, scheduling closing dates and securing public information about property.
- Entering data into customers for clearing pending dues.
- Database management.
- Efficiently handling petty cash.
- Coordinating with the PRO for renewals of trade license, vehicle registration, employees' visa etc.
- Keeping records of staff insurance and ensuring timely renewal
- Preparing and submitting all relevant HR letters/documents/certificates as per the requirement of employees in consultation with the management.
- Scheduling and coordinating the meetings.
- Organizing travel arrangements for the Director.
- Monitoring stationary levels and ordering office supplies.
- Provide HR support and advice to employees and line managers, explaining policies and procedures in a timely and effective manner
- Assist in the development of HR policies and procedures
- Administer the performance management system
- Enter data into the HR system so that accurate records are maintained,
- Provide data for and prepare management information reports
- Liaise with payroll
- Manage the absence recording system
- Manage the holiday recording system
- Administer the probationary review periods
- Maintain and develop the personnel filing system

- Manage the leaver administration process
- Provide support in investigations for disciplinary and grievance procedures
- Assist the HR Manager with the development and maintenance of human resource policies and procedures



AGE GROUP DMCC. DUBAI, U.A.E.

Position: HR Assistant/ ISO Coordinator/ Executive Secretary

Company/ Industry: Steel Trading

(June 2013- March 2015)

Key Responsibilities:

- Providing secretarial support to the Directors, travel arrangements for the directors
- Managing the phone calls and company mails and forwarding it appropriately
- Maintain records of all company insurance renewals and company vehicles and other assets.
- Schedules appointments and meetings for executives and upper level staff
- Preparing all the HR related letters like offer letter, NOC, Salary certificates, Experience certificates etc. when required.
- Maintaining HR records, such as those related to compensation, health and medical insurance
- Preparing and submitting all relevant HR letters/documents/certificates as per the requirement of employees in consultation with the management
- Recording, maintaining and monitoring attendance to ensure employee punctuality
- Conducting employee orientation and facilitating newcomers joining formalities
- Maintaining and regularly updating master database (personal file, personal database, etc.) of each employee
- Resolving grievances or queries that any of the employees have
- Preparing letters such as offer and confirmation
- Leave management and Payroll assistance.
- Maintains confidentiality and uses a high degree of discretion.
- Reviewing job descriptions for all positions at regular intervals and updating them in consultation with the respective managers
- Act as the management representative of the company
- Schedule the ISO Audit in every six months and manage the Audits
- Ensure all company policies, procedures, and work instructions are documented in a clear, simple and concise manner.
- Ensure personnel have received appropriate training and are assessed as competent to perform tasks.
- Prepare and submit monthly management reports relating to company systems, compliance and incidents
- Maintain the company library of compliance resources including standards.
- Properly maintaining and updating all the files necessary for the ISO Certification.

AL NIMAS ELECTRONICS LLC, DUBAI, U.A.E.
Position: Customer Service/ Tele Marketing
Industry: Trading (Wholesale/ Retail)
(FEB 2012- MAY 2013)

Key Responsibilities:

- Manage large amounts of incoming calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers
- Contact businesses or private individuals by telephone in order to solicit sales for goods or services, or to request donations for charitable causes.
- Explain products or services and prices, and answer questions from customers.
- Obtain customer information such as name, address, and payment method, and enter orders into computers.
- Record names, addresses, purchases, and reactions of prospects contacted.

COURSES/ TRAININGS COMPLETED

- **Internal Auditor Course (ISO 9001:2008)**
SGS Gulf Limited, JAFZA zone – May 2014
- **Certificate in Human Resources Management**
Swarna training Institute, Bur Dubai – Oct 2014
- **JAFZA eService**
Dubai Trade, JAFZA - Nov 2014
- **DMCC eService**
DMCC, JLT – Jan 2015
- **FIRST AIDER TRAINING**
APRIL 2020

DECLARATION

I hereby declare that the above matter furnished is true to the best of my knowledge.

REFERENCE

Will be provided upon request.

MAFNA RAYEES
055- 396 4994