

Maryum Irshad

Position: **Management, Administration, Customer Services**

Educational Qualifications: **Bachelors in Commerce (B.Com)**

Language Known: **English, Urdu, Punjabi, Hindi**

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Current Location: **K Tower, Business Bay, Dubai UAE**



Major Roles in Various Organizations

- **Sr. Administrator and FM Coordinator Farnek Services LLC Burj Khalifa, Expo 2020, Mashreq Bank Site | UAE| October 2019 to Present**
- **Administrator and FM Coordinator CBFA JV The Dubai Mall | UAE| October 2017 to October 2019**
- **Head of Packing Dept. Aftab Writing instrument Company PVT Ltd| Pakistan| August 2015 to July 2017**
- **General Accountant & HR Coordinator Qamzi C.T Co | UAE | August 2014 to July 2015**
- **Customer Services Team Leader & HR Coordinator MOBILINK | Pakistan | April 2012 to April 2014**

Summary of Career

- Presenting **8 Year** diversified experience, within various legendary industries environment.
- As Assistant manager/Administrator handling external or internal communication & management systems.
- As a Head evaluate all projects and recommend ways to reduce cost and improve quality of all processes for boosting up the business.
- As a team coordinator, appreciation received from head for boosting up the business up to the company's expectation. **Winner of Best employee achievement award in Mobil-ink for the year 2013**
- Successfully maintained consistent track record of Zero errors & non-deviation from the agreed standards with the client. Studied and solved the problem faced in the field.
- **CRM software's like, ZOHO books, CAFM Evolution & Rosmiman , HRMS, Dome, Maximo, Kissflow, Siebel, MS Project Software E-front, E-Procurement, Oracle Aconex, and others Soft Avaya.**
- Proficient in the use of **MS visio, MS Excel, MS Word, Outlook & Calendar management.**
- Being committed to a high standard of work willing to be trained of task with least supervision and open to more advancement in knowledge and skills.

Educational Qualifications

Bachelors of Commerce

(2011) University of the Punjab Lahore

Intermediate of Commerce

(2009) Lahore Board of intermediate

Key Skills & Strengths

Flexible	Easy Going	Meet Deadlines	Self- Motivation	Conflict Resolution
Honesty	Passionate	Multi Tasker	Critical Thinking	Interpersonal Skills
Versatile	Team Player	Quick Learner	Solution Oriented	Strong Customer Relations

Employment Record

Name of Institution: **Farnek Services LLC| Mashreq Bank Site Burj Khalif & Expo 2020**

Job position : **Assistant FM Manager/ FM Coordinator**

Year : **October 2019 to October 2020**

- ✓ Oversee all administrative management duties for the project and Provide executive assistance to the Senior Facilities Manager in managing all Administrative functions.
- ✓ Support the facilities team in all office procedures and assist the Centre Management team with general administration duties, as required.

Farnek is the leading provider of sustainable and technology driven Total Facilities Management in the United Arab Emirates. Establish7ed in the UAE since 1980, Farnek Services LLC is a Swiss owned independent total facilities management company.

- ✓ Manage suppliers, **specialized contractors** and other third parties.
- ✓ Arranging work permit of all the specialized contractors working on site.
- ✓ Coordination on AMC Contracts to Suppliers/Sub Contractors and Third Parties
- ✓ Coordination on Variable Jobs/Quotations submissions and Approvals
- ✓ Payments and Invoicing Coordination on the Sub Contractors/Suppliers
- ✓ Managing and tracking the service reports received from specialized contractors on site.
- ✓ **HR Coordination** on the onboarding and new joiners.
- ✓ HR coordination on the Medical documents, health insurance cards & Visa renewals.
- ✓ HR coordination on the Leave and final settlements release of staff and workers.
- ✓ HR Coordination on the loan/cash advances requests of staff and workers.
- ✓ HR and site coordination on employee transfers and further site deployment.
- ✓ Accounts coordination on invoices, petty cash release and reimbursements.
- ✓ Prepares Passes (Jafza, Burj Khalifa, Mashreq Banks branches, Expo 2020) Passes ETC.
- ✓ Generating data/reports using Crystal Report in CAFM – 500 and Evolution.
- ✓ Raising WO, Extracting PPM Summary Sheets, PPM and Reactive Data's Report from **CAFM** (what is total, pending, completed, percentage), Viewing, Editing, adding information on CAFM.
- ✓ Preparing and ensuring that all the documents needed in the Site are all prepared and ready for internal/external and client auditing. (Documents such as HSQE's, SOP's, job descriptions, reports, risk managements, site processes, organizational charts, checklists, work flows etc.)
- ✓ Sending weekly PPM and Reactive status report /Updates to the Clients.
- ✓ Coordinating with the technicians/workers on site ensuring that the job has been confirmed completed.
- ✓ Deploying/Assigning technicians on site.
- ✓ Site visits/Duties during **mobilization** Expo 2020, Dubai Development)
- ✓ Provides temporary assistance/support during project mobilization
- ✓ Manpower and Materials preparation/deployment.
- ✓ Site Induction and Training coordination during mobilization.
- ✓ Prepares passes and site access if necessary.
- ✓ Ensures that all forms and checklist needed on site are available.
- ✓

Name of Institution: CBFA JV (Cofely Besix & Farnek) |The Dubai Mall

Job Position : Administrator & FM Coordinator

Year : October 2017 to October 2019

- ✓ Handling/ communicating with subcontractors and clients/customers.
- ✓ Creating Quotation, receiving LPOs & Assists in purchase orders and invoicing
- ✓ Making Work completion Reports.
- ✓ Preparing all documents for Permits & applying all permits of subcontractor for Client (**Emaar**).
- ✓ Handling external or internal communication or management systems.
- ✓ Coordinating office activities and operations to secure efficiency and compliance to company policies.
- ✓ Supervising administrative staff and dividing responsibilities to ensure performance.
- ✓ Manage agendas/travel arrangements/appointments etc. for the upper management.
- ✓ Manage phone calls and correspondence (e-mail, letters, packages etc.).
- ✓ Submit timely reports and prepare presentations/proposals as assigned.
- ✓ Attends workshops and Trainings when required.
- ✓ Management of office equipment & maintaining a clean and enjoyable working environment.
- ✓ Creating work orders and SR & Scheduling & Closing the PPM SR in **Maximo**.

Name of Institution : Aftab writing instruments Company |Pakistan

Job position : Head Of Packing Department

Year : August 2015 to July 2017

- ✓ Analyze and determine all standards for packaging lines and ensure compliance to all schedules for processes and develop and maintain all packing orders effectively.

- ✓ Monitor and recommend improvements in processes to increase efficiency of packaging department and monitor inventory for warehouse and maintain records of all physical transactions and prepare documents for same.
- ✓ Maintain and ensure compliance to packaging schedule and assign specific tasks to all employees and monitor all packing components.
- ✓ Coordinate with quality and warehouse departments to monitor everyday activities of units and ensure efficient working of both manufacturing and packaging department and ensure continuous improvement in same.
- ✓ Manage all work according to packing schedule and maintain an inventory of materials and completion of all projects with required timeframe.
- ✓ Develop team environment in department and resolve all packing issues in coordination with quality Checkers.
- ✓ Coordinate with plant manager and evaluate all projects and recommend ways to reduce cost and improve quality of all processes and provide necessary training and counseling to employees as per requirement.
- ✓ Maintained administrative records to comply with job requirements and ensure accurate record keeping, such as Preparing work assignments, schedules, attendance, grievance documentation and production recording.
- ✓ Interviewed, hired and distributed disciplinary action as required.
- ✓ Analyzed and investigated repeat issues and ensured issues were effectively resolve.

Name of Institution: **Abdullah & Qamzi Transportation & Construction Company |UAE**
Job position : **HR Coordinator & General Accountant**
Year : **August 2014 to July 2015**

- ✓ Maintained Petty Cash and its Statement & General Entries for Accounting.
- ✓ Made Salaries for Staff & Workers, In-charge filing, updating company's master file.
- ✓ Prepared special financial reports by collecting, analyzing, and summarizing account information and trends. Leave settlements and Final settlements processing.
- ✓ Prepares work to be accomplished by gathering and sorting documents and related information. Pays invoices by verifying transaction information; scheduling and preparing disbursements; obtaining authorization of payment.
- ✓ Assists with recruitment and interview process.
- ✓ Processing company's ID to all new joiners and prepares the warning letters, memos and notice as per the instruction from the head of HR. HR Desk update, (soft copy of employee's relevant paperwork, including passport copy, employee visa copy, pictures, salary).
- ✓ Maintain and update expires and renewals of employee visa, emirates ID, Labor card, passport and health card.
- ✓ Air flight tickets for company's staff, including coordination between employees and purchasing department. Travel arrangements for employee's arrival and departure. Manage the documentation of employee bank account opening .Coordination between Office support staff (attendance, quality of work, punctuality, physical appearance and any issues related to office support staff).

Name of Institution : **MOBILINK | Pakistan**
Job position : **Team Leader (customer services)**
Year : **April 2012 to April 2014**

- ✓ Maintained the data base by entering information
- ✓ Proficient in using CRM software's like, Siebel, E-front, Soft Avaya.
- ✓ Participated in all team meetings and team building.
- ✓ Responsible for meeting all targets on daily basis as set by department. Data entry on E. Front, Survey, 5n, Handling takeover project initiated by PTA (Pakistan Telecommunication Authority).
- ✓ As a team Leader, maintained a professional manner in analyzing the branch business and develop strategic plans for the growth of the same.
- ✓ Maintained and Developed relationships with existing customers in person and via telephone calls and emails & Handled and resolved customer complaints.
- ✓ Communicated and coordinate with customers & internal departments. Recommend & suggest process improvements according to customer requirements.
- ✓ Reported to Area manager at day end for follow-ups & queries related to maintenance of Branch & General Compliance.

Reference

Provided by demand