

PERSONAL INFORMATION

Name : Omair Naseer
 Father's Name : Naseer Akhtar
 Nationality : Pakistani
 Date of Birth : 09/09/1987
 Marital Status : Married
 Address : Flat-2 Building-1229A Road-4621 Block-246, Arad
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 Language Known : English – Urdu – Hindi



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PROFESSIONAL PROFILE

- Administrative Assistant with 10+ years of professional experience, flawless preparation of presentation, preparing office reports and maintaining the utmost confidentiality.
- Customer Service professional offering 5+ years of comprehensive achievements across diverse customer-centric positions.
- A self-starter, who can plan and manage his own work, takes initiative and strives to meet deadlines.
- Complete knowledge on working of HRMS/ERP employee benefits and Bahraini labor laws
- Able to uphold and respect procurement ethics and to conduct activities with integrity.
- Adept at interdepartmental coordination and communications
- Possess comprehensive knowledge of Microsoft Word, Excel, PowerPoint and Outlook
- Accurate cash management including direct cash handling.
- Possess excellent leadership skills in operations/program management;
- Developing policies, coordinating staff activities, streamlining operations and facilitating process improvement effort through data-driven approach to deliver performance objectives in compliance with established standards.

CORE COMPETENCIES**Operations**

- Responsive Customer Service
- Inbound/Outbound Calls Handling
- Customer Needs Assessment
- Customer Relationship Management
- Satisfaction/Retention Building

Management Skills

- Process Improvement
- Staff Coaching/Mentoring
- Personnel Management
- Planning/ Implementation
- Policy Compliance

Personal Skills

- Tactful Communication
- Organized and Analytical
- Negotiation & persuasion
- Time Management
- Problem solving

AREAS OF HIGHLIGHTS

- Able to manage multiple operations, formulating effective strategies and facilitating process improvement efforts to boost profitability and bottom-line objectives.
- Able to liaise and collaborate effectively with both internal and external partners, top management, and sales team to build strong market presence and client base while ensuring business expectations are met.
- Resolving problems through analysis and weighing out possible solutions before making decisions to achieve desired results.
- Demonstrated success as a leader and team player with excellent initiatives that are inherent in eliciting the best quality of a team that shows commitment to highest levels of services.
- Excellent interpersonal communication skills and able to smoothly blend and interact with top management, peers, and clientele from various cultural and socio-cultural backgrounds.
- In-depth Knowledge of transportation regulations, methods and practices

PROFESSIONAL EXPERIENCE

Company Name: United Stainless Steel Company BSC (USCO)

Location: Hidd Industrial Area, Bahrain
 Start Date: September 2017
 End Date: October 2019
 Job Title : Human Resources & Administration Officer
 Working Hours: 45 hours/week
 Manager: Andreas Metzen
 Office Number: 17359359 / 32118586
 Email: andreas.metzen@chromiumsteel.com

Job Description:
Human Resource

- Providing support to employees, draft office letters and handle inbound and outbound calls.
- Orienting new employees to the organization (setting up a designated log-in, workstation, email address, etc.)
- Preparing and Processing payroll for company, which includes ensuring vacation and sick time are tracked in the system.
- Send WPS file to bank for smooth transfer of salaries.
- Performing payroll and benefits audits and recommending any correction action.
- Maintaining HR files and databases in HRMS.
- Updating and maintaining employee benefits, employment status, and similar records.
- Performing file audits to ensure that all required employee documentation is collected and maintained in the HRMS system.
- Update employee information on GOSI portal
- Application for new visa and cancellation of visa on LMRA system.
- Generate all types of HR and payroll reports and provide details to superior as requested.

Procurement

- Preparation of Request for Quotation, Initiations to Bid, Requests for Proposal and co-ordination of their timely dispatch by email;
- Assist the Procurement Manager in maintaining current up to date Procurement documents and Manuals
- Routing copying and circulation of quotes, bids and proposal for evaluation;
- Researching pricing obtaining quotes locally on low value items;
- Assist with the coordination with the selected bidder/supplier to ensure completion of administrative processes including Bid Security, contract award notice and that contract documents are distributed accordingly.
- Assist with managing the administrative process throughout the duration of the preparation of the all documentation until the award of the contract or purchase is approved.
- Check and classify the precedence of the requisition and process as priority setting of the material needed.
- Coordinate with requestors and make sure the right materials needed.
- Find out the sample of material to be purchased if necessary
- Ensures that products are delivered in a timely manner, and that the quality of the goods received is satisfactory
- Provide purchased materials to the responsible receiving office and do all actions for completing the process.
- Negotiates with contractors on price, mode of shipping, and delivery time
- Process and appropriate document and forms for issuing the petty cash
- Orders goods such as office supplies on a continuing basis in order to maintain certain inventory levels
- Checks invoices for accuracy, and authorizes the accounts payable department to issue payment
- Evaluates the performance of certain vendors in order to decide whether to continue buying from them
- Enters data concerning inventory and order amounts into a computer database
- Maintain appropriated records to ensure that procurement process, decision, and contractual agreement are accurately documented for accountability and audit purpose

Logistics

- Prepare documents and paperwork for import / Export shipments such as Invoice, Packing List, Bill of Lading, Insurance Certificates and Port Gate letters.
- Getting necessary approvals from Ministries, Chamber attestation and customs declaration.
- Arranging/booking containers with shipping lines & road transportation for shipments to and from port.
- Track shipments and communicate daily with all carriers to expedite shipments and meet deadlines.

Company Name: Qatar Airways

Location: Manama, Bahrain
 Start Date: April 2017
 End Date: August 2017
 Job Title : Senior Helpdesk Agent (Grade 04)
 Working Hours: 45 hours/week
 Manager: Aura Michaela
 Mobile Number: +31611483253

Job Description:

- Supported the newly established European market operations in Bahrain while coordinating calls from United Kingdom, France, Germany, Italy, Spain, Belgium, Netherlands, Switzerland & Poland.
- Providing direct support to customer care agents with complicated cases and resolving them in a given time frame
- Achieved top-tier customer experience through constant monitoring of support inbox for customer queries and replied to them in a timely manner
- Involved in the development of new policies while collaborating effectively with other support staff in Bahrain and Doha.
- Optimize performance by keeping track of each market service levels to identify deficiencies.
- Worked closely with quality and training department to build high-impact team and enhance productivity.

Company Name: Qatar Airways

Location: Doha, Qatar
 Start Date: January 2016
 End Date: April 2017
 Job Title : Customer Service Agent (Grade 03)
 Working Hours: Shift/45 hours/week
 Manager: Imtiyaz Alam
 Office number: +974-50814009
 Email: ialam@qatarairways.com.qa

Job Description:

- I was internally transferred from our GCC contact center in Muscat to our Global Contact Center in Doha with similar job description.
- Handle online support portal and reply to passengers' quires.
- Mentor newly joined agents and floor walking
- Direct support to other contact centers

Company Name: Qatar Airways

Location: Muscat, Oman
 Start Date: February 2012
 End Date: December 2015
 Job Title : Customer Service Associate (Grade 03)
 Working Hours: Shift/45 hours/week
 Manager: Waheed Al Lawati
 Office Number: +968 24771935
 Email: wlawati@om.qatarairways.com

Job Description:

- Liaising closely with internal and external teams to deliver top-flight customer service to partner airlines.
- Handled queries for manual reissuance of tickets, schedule changes, hotel vouchers, MCOS, EMD etc. while driving operations within to budget and timeframe.
- Served as the go-to person for Oneworld alliance queries and worked as the back-end staff to support reservation agents with queries; displayed excellent leadership, problem solving skills and commercial acumen.
- Responding to queries sent online via Qatar Airways Zendesk and social media application Meltwater.
- Work closely with the Fraud Prevention Unit to minimize loses to the airline due to charge back;
- Ensure total compliance the requirements of the Contact Centre quality standards.

Company Name: Asia Jewellers BSC

Location: Moda Mall, Bahrain
 Start Date: May 2011
 End Date: February 2012
 Job Title : Assistant Marketing Manager
 Working Hours: 48 hours/week
 Manager: Khaleed Al Halawachi
 Office number: 33844855
 Email: marketing@asiajewellers.com

Job Description:

- Improve sales significantly through strategic development, execution and coordination of Marketing programs
- Build effective marketing initiatives by coordinating, preparing and sourcing reliable market analysis and data
- Develop and conduct product training and marketing program updates for the sales team
- Manage key customer relationships to foster customer satisfaction and customer life value.
- Monitor customer behavior, market and competitor activities and provide feedback to Business Manager/local leadership for continuous improvement
- Liaise between the local team, regional management and marketing team to streamline communications.
- Manage marketing calendar and support the Manager in administrative duties including booking air travel, managing their calendar, dealing with vendors and clients.
- Support the planning and logistics of events such as Jewelry Arabia Key contact for giveaways

EDUCATION / CERTIFICATIONS

Master's in Business Administration (MBA)

Virtual University of Pakistan
 Bahrain | 2013-2016

Typing Certificate

Speed: 35 WMP
 Accuracy: 99%
 Online Certificate: www.ratatype.com/C2077567EN

Bachelor of Commerce

Global Institute for Management and Science
 Bahrain 2007 - 2010

English Language Test – IELTS

Test Date: 07-Dec-2019
 Result: Overall Band 7

Higher Secondary School

Pakistan Urdu School
 Bahrain | 2004-2006

World Health Organization Online Courses

1. COVID-19: How to put on and remove personal protective equipment (PPE)
2. Emerging respiratory viruses, including COVID-19: methods for detection, prevention, response and control.
3. Infection Prevention and Control (IPC) for Novel Coronavirus (COVID-19).
4. ePROTECT respiratory occupational health and safety.