

Nabeel Khalid
Galali, Bahrain
Phone: +973 66352326
Email: nabilvic19@gmail.com



Date of Birth: 26 Oct 1993
Nationality: Pakistani
Residing: Bahrain
Driving licence: Yes
Availability: Upon Request.

Biography

Creative, result proven program/event management professional offering 5 years of comprehensive experience in PR, communication, events planning and program management activities. Track record of success leading integrated campaign to promote and operate events and meet objectives of client companies. Polished, persuasive communicator, able to translate complex issues into easily understood statements for the general public.

Graduate in Accounts consider myself hard working and dedicated person. I value work ethics and have the ability to learn fast. This makes me the ideal candidate to work in environment whereby minimum supervision is required and commitment to Client satisfaction is guaranteed.

Education & Qualifications

University of Bahrain	B.Sc. Accounting	2012-2017
Pakistan school Bahrain	Higher Secondary School Certificate	2010 -2012

Professional Experience

Delma Marine, Bahrain	Coordinator/Operations Manager	2018-Present
------------------------------	---------------------------------------	---------------------

Achievements:

- Plan and review compensation actions; enforcing policies and procedures
- Preparing Documents and working on new Tenders
- Preparing, renewing and reviewing and finalizing new Contracts for new and ongoing operations.
- Working Closely with Bahrain Tourism and other Ministries
- Contribute operations information and recommendations to strategic plans and reviews; prepare and complete action plans; implement production, productivity, quality and customer-service standards; resolve problems; complete audits; identify trends
- Analyze process workflow, employee and space requirements and equipment layout; implement changes
- Maintain safe and healthy work environment by establishing, following and enforcing standards and procedures; complying with legal regulations
- Accomplish operations and organization mission by completing related results as needed
- Responsible for all department managers and supervisors, with review/approval responsibility for all operations employees
- Manage relationships with key operations vendors
- Follow-Up with Vendors regarding the pending payments.
- Review and approve all operational invoices and ensure they are submitted for payment
- Serve as primary point of contact when there are customer issues related to equipment quality, customer service, or accidents and mishaps on-site. In particular, this includes any issues on-site at client facilities, such as breaking a fence or tape residue on flooring.
- Communicate customer issues with operations team and devise ways of improving the customer experience, including resolving problems and complaints

- Work closely with Director and management team to set and/or implement policies, procedures and systems and to follow through with implementation.
- Preparing staffs Daily Schedule, Monthly Overtime/Under time and Yearly Vacations.
- Keeping track on the renewal of Boat captains Licenses, Boat registrations Licenses, Jetty License or any other license or registrations required by the Ministry of ports for the operations to run.
- Maintaining good relations with Ministries (Ports, Coast guards and Bahrain tourism & etc.) for future business/Requirements.

Boat Cruise and Sea Cleaning Scheduling:

- Planning scheduling and Booking marine trips for Private & Governmental Agencies
- Coordinating With MWR- US Navy Recreational Department for Monthly Marine Trips.
- Cooperating with clients to determine their needs and advising them appropriate destination, modes of transportations, travel dates and costs
- Working Closely with Bahrain Bay Team while providing those Sea Cleaning Services
- Preparing, Renewing and Reviewing contracts
- Providing relevant information, brochures and publications (guides, local customs, maps & regulations etc) to the vendors
- Use promotional techniques and prepare promotional materials to sell itinerary tour packages
- Deal with occurring travel problems, complaints or refunds
- Attend travel seminars to remain updated with tourism trends
- Enter data into our software and maintain client files
- Network with tour operators
- Maintain statistical and financial records

Pico International, Bahrain

Event Management

2016-2018

Achievements:

- **Al Marae** event trained and supervised 20 ushers ensuring all aspect of the event is under control
- Dealt with gaming errors to ensure customer enjoyment
- Assist customers when handling errors occurred and directed them to alternatives
- Prepared accounts data for usher for payment procedure and evaluation
- **The Food Festival 2018** Lead well organized and successful event that was guarantee to be taken for other future events.
- Supervised 20 usher to manage their gaming zones, dealt with ensuring that ushers are doing their job and deal with customer inquiries and emergencies
- Accumulated ushers data, attendance, registrations, admin paper work and made payment to ushers.
- **Sea Festival 2018 & 2017** managed all customer inquires with a minimum number of ushers
- Supervised 6 gaming zone at a time with positive feedback
- Lead well organized and successful event that was guarantee to be taken for other future events
- Handle ushers attendance, and made ushers payroll in a consistent manner.
- **Lego/Stack event** voluntarily assisted the project manager to set up the event in a timely manner.
- Supervised 18 ushers to manage 5 zones at a time over a period of 2 weeks
- Dealt with tourists complaint and all sorts of emergencies around safety and security of customers
- **Lightning Event** trained and supervised 12 ushers ensuring all aspect of the event is under control
 - Dealt with tourists complaint and all sorts of emergencies around safety and security of customers
 - Assist customers when handling errors occurred and directed them to alternatives
 - Accumulated ushers data, attendance, registrations, admin paper work and made payment to ushers.

Bahrain Tourism**Pearl diving (Customer Service)****2017-2018****Achievements:**

- Successfully managed and organized the ticketing department.
- Dealt and cooperate with IT department for online reservation errors.
- Organized the trips for tourist in timely manner.
- Verification and submission of the tourist data and tickets to cost guards.
- Maintained trips timing for different companies.

Gallure Insight, Bahrain**Assistant Account (Internship)****2015-2016****Achievements:**

- Prepared of accounting vouchers for clients with accountant assistance.
- Issuing Quotation to the vendors.
- Keeping Track of outstanding payments from vendors.
- Prepared and review bank reconciliations to ensure company accounting records for a cash account to the corresponding information on a bank statement.
- Preparation of payroll for ushers.

Other Seasonal Roles: Event Management/ organizing the company participation in trade shows, Exhibitions, theatre and events/promotions for different companies (Arabian MEP and National theatre Bahrain)

National Theatre Bahrain (MOC)**Customer Care/Usher****2013-2015****Achievements:**

- Greeted guests attending entertainment events.
- Examined tickets or passes to verify authenticity, using criteria such as date issued.
- Guided guests to exits or provided other instructions or assistance in case of emergency.
- Maintained order and ensure adherence to safety rules.
- Provided assistance with guests' special needs, such as helping those with wheelchairs

Language**English:** Proficient

Arabic: Basic

Interest and volunteer

- Amateur artist: Sketching, Photography,
- Reading magazines, educational books
- Volunteer as Usher in Cultural Day 2016
- Volunteer for MOI(Women's Day) 2015
- Volunteer for BTEA Sea festival, Lightening Festival, Stack Event, Food Festival and Al maraee event 2018.

References available upon request.