

## **Asim Omar Shariff**

Email ID: azimsharieff@gmail.com

Mobile: +973 3944 9856

A pleasant, professional and proficient administrator having a long track record of ensuring things run smoothly behind the scenes of a busy country office. An effective team member having the ability to meet deadlines and ensuring that the highest standards of Office organisation are maintained at all times. Exhibit a methodical, analytical and thorough approach to work and will go out of the way to maintain an enjoyable and clean working environment. Experience of working with the government officials, store teams, field operators, and country leadership team, both face-to-face and over the telephone and will always go that extra mile to get things done. Looking to continue my journey by seeking work across MENA & Asia for a company that offers excellent opportunities for personal and professional development.

### **Career History**

**Alshaya Group, Kingdom of Bahrain**  
**Office Administration Supervisor**

**Jan 2018 – June 2020**

#### **Main Duties:**

- Managed Company Admin Office in absence of Office Manager
- Ensured adherence to company policy & procedures in all fields of work - Organized workflow, trained and supervised team productivity by ensuring that the subordinate staff understood their duties and delegated tasks
- Designed spreadsheets, presentations, charts, graphs and other documentation as required after thorough data analysis
- Liaised between senior management, customers, colleagues and vendors to streamline flow of information
- Liaised with Audit Department on submission of all procurement & services history on a yearly basis in accordance with company policy & procedures
- Prepared financial reports to submit to the Finance teams in Kuwait & India
- Liaised with Finance Department on timely payment of processed monthly invoices for Ministry, Company telephonic service providers, suppliers etc.
- Liaised with Legal Department on all renewal/new contractual terms & conditions in accordance with the Laws of the Kingdom of Bahrain
- Networked with contacts to obtain information and review of various suppliers as part of thorough background checks
- Negotiated with various suppliers who could provide contracts on procurements and services with competitive rates
- Liaised with the Marketing Department in providing inputs that complied with Bahrain trends and rules during the making of promotional artwork
- Provided inputs to the Marketing Managers and Directors for brands i.e. Debenhams, H & M, Victoria's Secret, American Eagle, etc. in order to achieve business targets
- Handled all brand sale licences and promotional permits from application to issuance
- As part of Government relations department (GRD) role, maintained relations with the Ministry of Industry & Commerce & Tourism (MOICT)
- Introduced the practice of maintaining scanned copies of invoices, contracts & other relevant documents as opposed to keeping hard copies, thereby reducing stationery cost, improving on office space management & being environment friendly
- Supported Loss Prevention team in preparing investigation reports
- Supervised Payroll Department handling 2,500+ employees
- Coordinated with Ministry of Health and Doctor in-charge while keeping tab of the Alshaya staff COVID-19 cases
- Versatile professional with excellent organizational skills and capable of managing multiple tasks simultaneously and meeting tight timelines
- Handled office cash receipts and petty cash drawer

**Alshaya Group, Kingdom of Bahrain**

**Nov 2008 – Dec 2017**

**Office Administration Officer**

**Main Duties:**

- Negotiated contract terms & conditions with various suppliers for stationery, cleaning services, courier services, etc.
- Followed contract renewal or extension terms & conditions as per company policy thoroughly
- Handled onboarding of new suppliers & educated them on store locations & company procedures
- Handled procurement requirements preparing local purchase orders & ensured delivery of the same to respective locations
- Applied sale & promotion licenses for 150+ stores with the Ministry of Industry & Commerce (MOIC), Kingdom of Bahrain
- Handled petty cash for the daily expenses & prepared financial reports for submission
- Processed monthly Ministry invoices, telephone bill payments, service payments etc.
- Handled staff business travel & itinerary
- Scheduled daily tasks for the subordinate staff
- Allocated and supported accommodation for new hires

**Sutherland Global Services [Mumbai & Kochi – India]**

**May 2006 – July 2008**

**Senior Quality Auditor**

**Main Duties:**

- Interpreted and analysed the data surveys
- Monitored the team and provided constructive feedback to improve their skills and services
- Coached a team of service representatives on latest service / product updates
- Trained new hires
- Achieved the audit-targets per month and implemented corrective measures when applicable
- Planned & provided innovative ways to enhance customer support

**Sutherland Global Services [Mumbai, India]**

**Nov 2005 – April 2006**

**Customer Service Executive**

**Main Duties:**

- Handled customer calls from **EMEA** and **Americas** (North and South)
- Troubleshooted Symantec products software related issues
- Provided solutions to queries regarding Symantec home user products (e.g. Norton Internet Security, Norton Antivirus, etc.) including ordering or cancellation of products for customers
- Assisted customers through the Symantec website for further clarifications

**Skillsets:**

- Certified in all Microsoft Office Suite Packages
- Certified Customer Service Expert
- Certified Six Sigma Yellow Belt
- Won several certificates for painting & essay writing from United Schools International

**Educational Qualification**

- Pursuing Project Management Profession (PMP) Certification
- Certified International Supply Chain Professional & Manager
- Pursuing Bachelors in Theology, Vision Theological Seminary, Bahrain
- Bachelors Business Administration (BBA), MES College, Kerala, India - 2004
- Pre-Degree - St. Aloysius College, Mangalore, India - 2000
- Schooling - International Indian School, Dammam, Saudi Arabia - 1997