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**Ubaid Patel**

Email: ubaid\_45@hotmail.com

Mobile: +971508400494

**Successful Career spanning 7 years in HR/Admin, Secretarial & Customer Service**

**Objective:**

# Well organized and self-motivated individual with the ability to work autonomously while a adhering deadlines.

# Highly methodical, analytical and self-motivated in above fields utilizing diverse knowledge and skills in the fields.

**Work Experience**

**Emirates English Speaking School Dubai, UAE**

**Education Industry**

**HR Operations/ Administration cum Executive Secretary**

**November 2015 to Present**

**Denial Enterprises**

**Construction & Chemical Industry**

**HR Executive/ Executive Secretary**

**January 2015 to December 2016**

**Agro Genetics**

**Chemical Fertilizer Industry**

**Admin / HR Assistant**

**April 2013 to April-2014**

**Denial & Ali Enterprises Co Pvt.**

**Construction Industry**

**Admin /HR Assistant**

**Feb 2011 to March 2013**

**Overseas Experience**

**Job Responsibilities as: HR/Admin & Executive Secretary**

* **Provide clerical and administrative support to the principal, vice principal and teaching staff as directed**
* **Ensure that the school operates in a consistently organized manner every day**
* **Act as liaison between the community, the school and other internal and external stakeholders**
* **Coordinate appropriate documents for communication with the district office**
* **Maintain all recordkeeping for staff and Documentation process with KHDA online**
* **Track attendance and absences; use reporting software and generate reports for internal and external use**
* **Compose and typeset correspondence and newsletters**
* **Maintain the integrity of information systems, databases, and office files**
* **Prepare and circulate curriculum documents**
* **Attending meetings; recording and distributing minutes**
* **Coordinate internal and external meetings appointments, events, workshops, seminars and special events**
* **Shortlist, File Updates, Dealing with Government dept. KHDA for approvals of New hired candidates.**
* **Letter head, Business Letters, Circulars, Agendas, Memo, Flyer, Calls Transfer, Meetings, counseling, Facilitate Parents and Top management, Fax, Email, Dealing with CBSE Board.**
* **Performs a variety of administrative or executive support tasks that are highly confidential and sensitive.**
* **Reads, analyzes, sorts, and distributes incoming correspondence to the related internal / external parties and follow up.**
* **Receives and screens incoming calls and visitors, determines which are priority matters, and alerts the administrator or executive.**
* **Files and retrieves documents, records, and reports as per the document control processes**
* **Performs general office duties such as ordering office supplies, maintaining staff attendance records with the concerned departments.**
* **Assists with the establishments, revisions and maintenance of office procedures and policies**
* **Reviews, proofreads, and edits documents prepared for the Managing Director’s signature.**
* **Good Command on Business /Legal correspondence.**
* **Assist by providing full administrative support for the whole recruitment processes principally for support staff including: carrying out initial interviews, placing advertisements, deal with telephone and written enquiries and applications, analysis of responses setting up interviews.**
* **Provide a point of contact for those seeking HR information via telephone, email and face to face, and providing accurate responses to queries relating to for example maternity arrangements or sick pay. Work on allocated projects and reports as directed**
* **Work on allocated projects and reports as directed by the Assistant HR. Employees Insurance, gratuity and other HR task.**
* **Organization and administration of the Safer Recruitment Workshops.**
* **Handling Payroll, Recruitment, Keep monitoring Passport, Visa validity, Leave & annual applications, MOL & MOE rules & regulations, Policies, HR formats, etc, General additional admin support for the Department as and when required.**
* **Knowledge of Dubai Labor Law ( .i.e. : VISA issuing and cancellations)**
* **Knowledge of Accounts to prepare Vouchers, Invoices, Bill Payments.**

**Domestic Experience**

**Job Responsibilities as: Executive Secretary**

* Assist in the planning and preparation of meetings, conferences and conference telephone calls
* Make preparations for Band Council and committee meetings, Respond to public inquiries.
* Provides administrative support for the completion of documentation of Board agenda items.
* Provides transcription and dictation of Board meeting minutes, Internal Office Correspondence Meetings.
* Screening calls for GM Answering, transferring telephone calls to designated department.
* Open, sort, and distribute incoming correspondence, including faxes and email;
* Perform general office duties, such as ordering supplies, maintaining records management database systems.
* Prepare invoices, reports, memos, letters, financial statements and other documents.
* Read and analyze incoming memos, submissions, and reports to determine their significance and plan their distribution.

**Job Responsibilities as: HR Officer**

* **Conduct interviews** & selection, Review & Short list applications
* **HR Operations:** **Portal,** Policy Administration, Understand, follow and analyze HR policies and procedures,
* **Experienced Hire:** Short listing of applications & interviews as per level, Manage final selection as per level, Manage new joiner queries as per level
* **Making Pay Roll,** Gives Training, Informing about Employee Benefit.
* **Disciplinary action,** Dismissals, File Audit, File Completion, Attendance Management, Leave Management, Performance Reviews, Employee Card Processing, Letters preparation and filing, Employee Orientation Various reports on Excel.

**Job Responsibilities as: Admin Assistant**

* **Preparation of emails**, faxes and letters along with general telephone duties including transfers.
* Meet and greet clients and visitors.
* **Drafting of Business Letter**, Follow up and correspond effectively with the client.
* **Preparing Invoices, etc**. and following up with the same.
* **Updating and maintaining** the leave and absence records of the employees
* **Organize and ensures** office is tidy at all times Purchasing, contract administration, Internet Research.
* **Participate** in developing and implementing administrative management policies.

**Job Responsibilities as: Customer Service and Sales Executive**

* Handle and resolve customer complaints/ queries over phone.
* Deliver prepared sales talks, reading from scripts that describe products or services, in order to persuade potential customers to purchase a product or service or to make a donation.
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution, After Sales Service.

**Job Responsibilities as: Banking Officer**

* Received calls, Resolve quires, Facilitates Customers, Internet Banking Support.
* Debit card activation Request for banker’s cheque, account statement, cheque book &Funds transfer.
* Balance Inquiry and Complaints logged.
* Credit card maintenance, Online Cheque maintenance, Address change MIS, Demographic details, card returns.
* Misys, UNISON, IRIS, System Handling, Card pro and Alexo

**Knowledge and Skills Summary**

* Email / Fax / Calls of the Client’s correspondence. Listening, Phone Skills, Resolving Conflict, and Analyzing Information.
* Meeting minutes/ Format, Follow up Schedule, Meeting arrangement, Memos Agenda.
* Customer Service, Product Knowledge, Quality Focus, Problem Solving, Market Knowledge, Documentation Skills
* Coordinating operations of the Site work with Office Staff, Coordinator for assets/ office requirements for Staff.
* Typing speed 30 wpm, Merge Emailing, Documentation, Office Administration
* Reporting Skills, Maintaining Employee Files, Dependability, Organization, Scheduling, Confidentiality.
* Recruitment, Short listing Candidates, system handling software’s of HRIS, Communications, Team work.
* Strong project planning skills, Analytical and reporting skills, Inter departmental coordination, Effective Communication, Innovation, Delivering Results, Policies, Document Control, Independence, Orienting Employees, Verbal Communication.
* Generalist HR/Admin experience, excellent interpersonal skills, Able to work alone or in a team, Good, administrative, IT and typing skills, Word and Excel or equivalent systems.
* Excellent telephone manner, Strong numerical skills. Proactive, flexible and adaptable, Punctual, Good attention to detail and accuracy, Discretion, tact and confidentiality at all times.
* Good time management and the ability to priorities workload, Able to work under pressure and to deadlines, A sense of humor is essential!
* **Ability to write and type in Urdu and Arabic. Moderate Arabic Speaker.**

**IT & Technical Skills:**

* Experience in use of MS-Office (Word, Excel, Power Point)
* Misys, UNISON, IRIS, System Handling, Card pro and Alexo.
* Office Equipment: Fax machines, photocopiers, videoconferencing, PABX systems, and general office equipment.

**Extra Exp and Promotional Jobs**

* **Warid Telecom.**

**Sales /Customer Service & Telesales (Supervisor)**

**Jan 2009 to Feb 2011**

* **Aug 2015: Internship:**

**Bank Alfalah**

**Branch Banking**

**Worked as a Customer Service Officer in Credit Cards**

* **Jun 2014 Dec 2014:**

**HBL**

**Global Operations**

**Branch Banking**

**CS Officer (Phone Banking Officer).**

* **May 2014: Internship:**

**Oracons consulting International,**

**Worked as a Cs officer & Admin.**

* **Home tuitions**

**Providing tuitions last for 7 years till now in BISE, Cambridge and CBSE Curriculum for Higher Grades**

**(English, Islamic Studies, Economics, Business Studies, Sciences, Math, Arabic, Social Sciences)**

* **Promotion Jobs and Activities**

**Worked for 5 years with Samsung, Q Mobile and Warid Telecom as promoter**

**Done Promotion in cigarette campaign**

**Sell and purchase of multiple products in Xingwa Mall as promoters.**

**Extra Qualification**

* **CSS: Central Superior Services Pakistan 2015**

Business Studies, Journalism, Public Administration, International Law, Islamic History & its Culture

**PPSC & FPSC 2015**

**Education Profile**

* **B.Sc. Economics**, Forman Christian College (A Chartered University), 2014.
* **I-Commerce**, BISE LHR, 2009.
* **Bio-Science,** Cadet College Jhelum, 2006.
* **Member of Journalism** Society June 2011 to 2014.
* **Member of Lucas Economic** Society June 2011 to June 2013

**Projects and Research Papers**

* **Main Courses:** Banking and Finance, Islamic Banking and Finance, Corporate Finance, Basic Econometrics, Econometric Methods, Monetary Policy, Development Policy, Research Methods and Computer Applications.
* **Analyzed the role** of State Bank of Pakistan in combating Poverty using secondary data.
* **Used Interest rate as** an economic measure to determine its impact on Foreign Direct Investment.
* **Analyzed the impact of** IR rate on the private invest, Tax on GDP- per Capita Growth, Great depression in USA
* **Deforestation in NWFP**, Effects of pollution of Quaid-e-Azam Industrial Estate on the people of Township.
* **Is monetary policy/inflation targeting** a correct tool to effect output growth? Inflation trends and its determinants in Pakistan.

**Personal Profile**

**Name** **Ubaid Nasir Patel**

**Father‘s Name Muhammad Nasir Patel**

**Date of Birth 26-10-1988**

**Nationality Pakistani**

**Marital Status Married**

**Religion Islam**

**Languages English, Urdu, Punjabi, Hindi and Arabic (beginner)**

**Visa Status Employment Visa (1 Month Notice)**