**Shah Alam Shah**

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## **Career Summary:**

Administration professional with over eleven years of dedicated Administration operations, procurement, perso bureau, real estate, facilitation, security, corporate event management, costing and budgeting, maintenance and development of office infrastructure, customer services & helpdesk experience. Displayed exceptional abilities in problem-solving, customer’s issues and grievances, Social media marketing, Designing & Compliances (Polices & SOPs) and different Organizational Human resource engagements / events and CSR projects.

**Major Achievements:**

* Setup of Perso Bureau in 1LINK as per PCI standard.
* Organized, budgeting and executed group traveling of 1LINK employees in northern areas.
* Organized Annual Award Performance for the year 2017 at PC Hotel Karachi.
* Organized many corporate events in resorts, beaches, in-house premises and other locations, such as annual meet ups, Award ceremony, official picnics etc.
* Top performer of **2012** in entire company in TradeKey (Pvt) Ltd.
* **Best Performer Award** by CEO TradeKey (Pvt) Ltd for;
  + Outstanding performance in Administration Department in **2011**.
  + Significant Contributions in Administration Department in **2009**.
* Successfully Initiated, deployed and managed the **Help Desk & Network Support** **Desk** at TradeKey (Pvt) Ltd.
* Initiated and deployed **CSR activities** project in organization.
* Initiated and deployed **Key** T**raining Program** as a profit center.
* Managed **social media** of Tradekey.com.
* Worked on In-house **corporate branding** in organization.
* Proposed idea and executed **fitness club / Online gaming** in organization.
* Met deadline to execute luxurious floor of Gul Ahmed Head Quarter with the coordination of architect and other contractors.

## **Work Experience:**

**Al Karam Studio December 17th 2018 till date**

**Manager Administration – Retail**

* Manage operations and procurement of Head office.
* Manage routine maintenance of all Nationwide stores including genset, UPS, furniture & fixtures etc.
* Procurement of NTIs, Instore bags, badges for new and existing stores.
* Security of NWD stores through outsource company.
* Incident reporting and investigation.
* Fire and safety system implementation in all NWD stores.
* Manage surveillance system, installation of all new & existing stores to manage required footage.
* Fleet Management
* Management of SMDs & LCDs complaint NWD.
* Preparation and logistics of store staff uniform.
* Travel Management
* Manage inhouse / outside events.
* Organize proper training and drills of Head office as well as stores.
* Managing head office and regional team.
* Manage housekeeping and ensure hygienic office environment and stores.
* Monthly reporting to COO with the highlights of improvement areas which ultimately can improve Admin services and reduce cost.
* Quarterly and annually department budget.
* Coordination with Govt. bodies and law enforcement agencies.
* Implementation of Help Desk ticketing system.
* Corporate branding and renovation of office.
* Handing over process of new and renovated stores from Project Department.
* To manage payment cycle and improve payment system.
* Design and implement Admin SOP & policies.
* Renovate stores as per the requirement of new product launch.

**1 LINK (Pvt) Ltd. August 28th, 2017 till December 15th 2018.**

**Deputy Manager Administration & Perso Operations**

* Manage general maintenance of furniture and fixture, Electrical, Plumber, Carpenter, A/C.
* Manage office pool vehicles along with maintenance and log book.
* Manage inhouse / outside events, assisting HR / BD for event management.
* Manage fire and safety of office and organize proper training and drills.
* Providing administrative support to and managing queries of all employees.
* Vendor/Service Providers’ Management: coordination with different vendors and service providers including Prime Management, Park Towers Management, different government/non-government departments, service providers responsible for electrical, civil and security arrangements.
* Dealing with different real estate agents and property owners for purchase/lease of property for company’s use.
* Managing office supplies stock and placing orders.
* Facilitating payments of utility cheques, vendor bills w.r.t General Services supplies etc.
* Managing domestic staff.
* Other duties and projects as assigned by the Management.
* Manage cafeteria operations, budgeting and menu finalization, payment process, employee complaint management.
* Manage housekeeping and ensure hygienic office environment.
* Vendor Management related to Perso Bureau (Gemalto & Infotel).
* Correspondence with member banks in daily operations.
* Monthly closing of MIS and invoicing for direct debit.
* Supervising production / stationeries and quality assurance of Debit cards.
* Onboarding of new members on Perso Bureau.
* Budget management of Perso Bureau.
* Machine and premises security and maintenance.
* To ensure all compliances of HSA as per PCI.

**Gul Ahmed Textile Mills Ltd. December 28th, 2015 till August 26th, 2017.**

**Associate Manager Administration**

* Coordination with Architect and contractors to execute floor construction & other equipment’s.
* Coordination with central and Ideas store for procurement and requisition of items.
* Coordination, negotiation and dealing with vendors and other unit of mills.
* Costing and budgeting related to operations and development.
* Event management.
* Fire & safety / First Aid / CPR.
* Fleet Management.
* Heading Administration department of head office. (Gul Ahmed / Ideas / E-commerce)
* Help Desk.
* Initiatives for cost saving and other value-added facilities for employees.
* Leading attendance system of branches and head office.
* Managing building operations / issues / Renewal of contacts.
* Managing guest relationship (Local & International delegation).
* Managing operations / housekeeping of entire offices by team of 30 team players.
* Managing transportation facility of head office / Branches.
* Monthly and quarterly reporting to the Management.
* Office security / CCTV and dealing with Security Companies.
* Operations & Security of outlets.
* Payments and work order process.

**ROCKET INTERNET GmBH (KAYMU.PK) November 3rd 2014 till December 25th 2015.**

**Manager Administration**

* Maintaining general operations of Pakistan offices.
* Procurement of office supplies, computers and other accessories etc.
* Managing office safety & security.
* Office development of new floor. (From layout to final outcome)
* Vendor management.
* Indoor and outdoor corporate events.
* Fleet management.
* IT infrastructure and other coordination with ISP for smooth operations.
* Costing and budgeting.
* System improvements and compliances of policies and SOPs.
* Coordination with Head office Paris and other offices.
* Look after international & domestic traveling and other official documentation / clearance with agencies.
* Building union and other issues.
* Employee engagement activities.
* Communication system.
* Coordination with Govt. Bodies.

**TRADEKEY (PVT) LTD.**

Senior Executive Administration **January-2013** till **October 30th 2014.**

**Administration Operations;**

* Helpdesk & network support team to provide customer services & solution for different challenges related to company employees. Facilitating around 500+ customers (through calls / emails/Messengers) on daily basis.
* Supervised the guest relationship, Administration operations **(Housekeeping & facilitation)** team and communication management **(Postpaid SIMM & PABX system)** team.
* Responsible for the implementation & compliance of Administration SOPs.
* Reports and documentation presentation to the management.
* Managed indoor and outdoor corporate events.
* Responsible for coordination regarding Administration projects with PMO department.
* Coordinate as the contact function for the network support team for timely and effective solution of any network related issues**.**
* Managed Social media of Tradekey.
* Key Trainings program.

**Business Development:**

* Managed all the process for the **Prism Glasses/Mobile Phones** product from order to delivery through online shopping portal. (**City Base**)
* Provide customer service and facilitation to product customers through online medium.
* Generation of leads for trainings and identification of corporate trainer / industry experts from within the organization.
* Devise, initiate and implement Marketing strategies to promote new trainings through digital media as a tool for marketing.

**TRADEKEY (PVT) LTD.**

Officer Administration **April 2nd 2009 till December-2012**

* Operate and manage main PABX console.
* Perform public dealings with vendors, clients & candidates for interview.
* Correspondence with global customers via email & calls.
* Facilitate associates and look after floor operations.
* Offline / Online public dealings with members, guest and clients.
* Maintain visitor / mail log book.
* Implementation & compliance of organizational policies & procedures.
* Dispatch mails and invoices.
* Look after Office security and correspond with the Security Company.

**UNILEVER PAKISTAN (Lipton Tea)**

Assistant Planning Officer **January 2009 to March 2009**

**INTERNATIONAL CALL CENTER (OUTBOUND)**

Sales Officer **June 2008 to August 2008**

**Education:**

* Masters in Business Administration (4th Semester\_Weekend prog.) from University of Karachi, **Majors in Marketing.**
* Bachelors in Commerce from University of Karachi (2nd Division)
* Higher School Certificate from Board of Intermediate Education ofKarachi (Commerce) (B-Grade)
* Secondary School Certificate from Board of Secondary Education of Karachi (General Science) (C-Grade)

## **Skills:**

* Proficient in Ms Office suite.
* Excellent communication & administrative skills.
* Team leading & management.
* Project & event management.
* Leadership skills.
* Negotiation skills.
* Social media strategies.

## **Personal Details:**

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| **Father’s Name** | Shah Jahan |
| **Date of Birth** | 29th January 1989 |
| **Nationality** | Pakistani |
| **CNIC** | 42401-1802763-7 |
| **Personality Description (MBTI)** | **ESTP** (Extrovert, Sensing, Thinking & Perceiving) |

## **References:**

­­­--- Shall be furnished upon request---