

Vasim Akram M

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Dubai, UAE.



SUMMARY Accomplished Office Administrator with over **8+ years** of expertise in office management, team coordination, and customer relations. Proficient in **Microsoft Office, ERP systems, and CRM tools**, facilitating efficient data management and process optimization. Renowned for exceptional organizational, problem-solving, and time management abilities. Holds a **Bachelor's degree in Computer Science and Engineering**, demonstrating success in dynamic environments with a results-oriented approach.

WORK EXPERIENCE	Office Admin & Operations City Star Bus Rental LLC, Dubai, UAE	Mar 2016 - Present
	Customer Relationship Executive Shopper Shop, Chennai, India	Jun 2015 - Dec 2015
	Customer Relationship Executive Zealous Services, Chennai, India	Jun 2014 - May 2015
EDUCATION	Bachelor of Computer Science and Engineering Apollo Priyadarshanam Institute of Technology, Chennai, India	2014
	Higher Secondary School Schwartz Matriculation Hr. Sec. School, Tamil Nadu, India	2010
	Secondary School Leaving Certificate Kendriya Vidyalaya, Tamil Nadu, India	2008
SOFT SKILLS	<ul style="list-style-type: none">Office ManagementOrganizationProblem-SolvingCustomer ServiceDecision-MakingAdministrative SupportVendor Management	<ul style="list-style-type: none">CommunicationTime ManagementTeam CoordinationAttention to DetailAdaptabilityStrategic PlanningProcess Improvement
TECHNICAL SKILLS	<ul style="list-style-type: none">MS Office Suite: Proficient in Word, Excel, PowerPoint, and Outlook for documentation, reporting, and presentations.Data Management Tools: Familiarity with tools like Google Workspace (Docs, Sheets) and CRM software.ERP Systems: Understanding of enterprise resource planning tools for operational efficiency.Database Management: Handling data storage and retrieval systems for operational purposes.Documentation: Skilled in creating and maintaining records, invoices, and reports.Basic IT Support: Troubleshooting common office hardware and software issues.Email & Calendar Management: Efficient use of email systems and scheduling tools for coordination.	

PERSONAL DETAILS

Nationality : Indian
Gender : Male
Languages Known : English, Tamil, Hindi

ROLES AND RESPONSIBILITIES

Office Admin & Operations

Mar 2016 - Present

City Star Bus Rental LLC, Dubai, UAE

- Oversee comprehensive office operations to ensure efficiency and the seamless execution of daily tasks.
- Coordinate fleet scheduling, vehicle maintenance, and client bookings to achieve operational objectives.
- Supervise payroll processing, monitor employee attendance, and manage administrative documentation.
- Develop and implement operational policies aimed at streamlining processes and enhancing productivity.
- Cultivate strong relationships with clients, vendors, and suppliers to guarantee high-quality service delivery.
- Monitor and analyze operational performance through detailed reporting and data evaluation.
- Ensure adherence to company policies, legal regulations, and industry standards.
- Manage the procurement of office supplies and maintain inventory levels to support uninterrupted operations.
- Train and onboard new staff, ensuring compliance with company protocols and standards.
- Assist in budget preparation, expense tracking, and cost control measures to optimize financial performance.
- Address and resolve internal conflicts to foster a harmonious and productive workplace environment.

Customer Relationship Executive

Jun 2015 - Dec 2015

Shopper Shop, Chennai, India

- Delivered exceptional customer service by addressing inquiries and efficiently resolving issues.
- Assisted customers in identifying suitable products, thereby enhancing their shopping experience.
- Processed transactions, managed billing, and maintained accurate sales records.
- Provided comprehensive information on product features, promotions, and warranties.
- Analyzed customer feedback to identify opportunities for service enhancement.
- Supported sales initiatives aimed at meeting and exceeding monthly targets.
- Conducted market research to understand customer preferences and propose actionable strategies.
- Maintained a professional store environment, ensuring cleanliness and organization to attract customers.
- Collaborated with team members to execute promotional campaigns and events.

Customer Relationship Executive

Jun 2014 - May 2015

Zealous Services, Chennai, India

- Cultivated and sustained positive relationships with clients, ensuring their satisfaction and loyalty.
- Managed customer inquiries and complaints through both inbound and outbound calls, swiftly resolving issues.
- Accurately documented customer interactions and escalated complex cases to the relevant departments.
- Consistently surpassed performance metrics, including customer satisfaction scores and resolution times.
- Collaborated with cross-functional teams to enhance service delivery and improve process efficiency.
- Contributed consistently to the attainment of both team and organizational objectives.
- Conducted training sessions for junior team members on effectively managing customer inquiries and complaints.
- Identified upselling opportunities and promoted additional services to increase revenue.
- Provided timely updates to customers regarding service changes, promotional offers, and follow-up communications.

DECLARATION

I hereby declare that the above information provided is true and correct to the best of my knowledge and belief.