

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 <i>City Star Bus Rental LLC, Dubai, UAE</i>	Mar 2016 - Present
Customer Relationship Executive <i>Shopper Shop, Chennai, India</i>	Jun 2015 - Dec 2015
Customer Relationship Executive <i>Zealous Services, Chennai, India</i>	Jun 2014 - May 2015

EDUCATION

Bachelor of Computer Science and Engineering <i>Apollo Priyadarshanam Institute of Technology, Chennai, India</i>	2014
Higher Secondary School <i>Schwartz Matriculation Hr. Sec. School, Tamil Nadu, India</i>	2010
Secondary School Leaving Certificate <i>Kendriya Vidyalaya, Tamil Nadu, India</i>	2008

SOFT SKILLS

- Office Management
- Organization
- Problem-Solving
- Customer Service
- Decision-Making
- Administrative Support
- Vendor Management
- Communication
- Time Management
- Team Coordination
- Attention to Detail
- Adaptability
- Strategic Planning
- Process Improvement

TECHNICAL SKILLS

- 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.