



# SAIMA TABBASIM

OFFICE ADMINISTRATOR

## CONTACT

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- Bolton, UK

## EDUCATION

### 2023-2024

#### UNIVERSITY WEST OF SCOTLAND

- Master in HRM

### 2019 - 2021

#### VIRTUAL UNIVERSITY PAKISTAN

- Master in Supply Chain Management

### 2010-2012

#### CECOS LONDON COLLEGE

- Level 7 Diploma in Strategic Management & Leadership

## SKILLS

- Administrative
- Leadership
- Interpersonal communication
- Organization Skills
- Teamwork
- HR & Resource Management
- Time/Rota Management
- Computer Literacy
- Effective Communication
- Problem Solving
- Customer Services
- Work Independently
- Filing

## PROFILE

A highly experienced administrative officer with 10+ years of experience in streamlining workflow processes and monitoring daily productivity. Possess expertise in training employees in the company and regularly compliance requirements. Proven track record of successfully managing office inventory activities, including ordering, requisites, stocking and shipment receiving. Skilled in organizing daily payments and contracts, as well as creating and managing departmental budgets. Proven track record of successfully managing a team of more than 30x employees (field workers & customer service team) along with multiple contractors at the same time.

## WORK EXPERIENCE

### GOC Solution (Bolton, UK)

2023 - 2024

#### Admin Officer (Manager Operation)

- Establish workflow, processes, monitored daily productivity and implemented modification to improve overall performance of personnel
- Negotiated the contracts with customers and after successful negotiation, coordination with Contractors and Teams
- Develop plans and allocate jobs and mobilize the teams
- Develop and execute daily rota for field works
- Lead, mentor, and manage a high-performing operational team, fostering a collaborative and results-driven work environment.
- Oversaw office inventory activities ordering and requisitions and stocking and shipment receiving
- Trained employees in company and regularly compliance requirement to promote conformance
- Daily report compilation for higher management
- Preparing Salaries and allowances
- Working with Accounts team in finalizing the monthly salaries
- Assign tasks and directed team office clerks
- Managed a team for Compliance handling to maintain a higher level of Customer Satisfaction
- Resolved customer complaints regarding worker performance or services rendered
- Process & quality improvement based on the continues customer's feedback

## TOOLS

- MS Word
- MS Excel
- Power Point
- Adobe Illustrator
- Customized Software

## CERTIFICATE

- Communication Skill Certificate (NADRA)
- Digital Marketing
- Quick Book
- Graphic Design

## LANGUAGES

• Urdu	● ● ● ● ●
• English	● ● ● ● ●
• Punjabi	● ● ● ● ●
• Hindi	● ● ● ● ●

### Kingston Migrate (Glasgow, Scotland)

2022 - 2023

#### Admin Officer

- Assisted the manager with overseeing all office operations
- Developed an efficient mail sorting process
- Maintained a record of all office activities
- Prepared travel itineraries and made arrangements for flights and transportation
- Daily report compilation for higher management
- Resolved customer complaints based on the services rendered
- Worked with other departments including shipping and HR
- Trained and mentored new office staff

### NADRA (Pakistan)

2012 - 2022

#### Office Assistance & Customer Service Advisor

- Assisted the manager with overseeing all office operations
- Floor management
- Ensured that all office equipment was in proper working order with the technical support team
- Reviewed data and ensured accuracy of various project reports
- Daily report compilation for higher management
- Trained and mentored new office staff
- Mentored office employees on proper Administrative procedures
- Prepared monthly attendance and salary
- Finalizing monthly salaries and allowances with Accounts department
- Preparing & Finalizing medical bills for my department