

## TASNEEM ROOPAWALLA

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D.O.B 5<sup>th</sup> Jan 1979

Visa Status – Husband Visa



### PROFESSIONAL SUMMARY

Over 15 years' experienced, value driven and result oriented professional in Operations / Administration with emphasis on improving efficiency strategic planning, effective control and execution in operations. Highly skilled in forging strategic client relationships & handling complex negotiations to ensure long-term profitability.

### SKILLS

Proficient in Microsoft Office  
ORACLE – ERP for AP/ AR/ PO/ CRM  
ISO Certification  
AMADEUS Res III (Reservations software)  
Knowledge of Call Monitoring System  
Minitab / Visio Process Mapping

### KEY COMPETENCIES

Operations Management  
Analytical /Strategic thinking  
Customer Service / Client Relations  
Project Management  
Build collaborative relationships  
Cost saving / Revenue management  
Effective Negotiation

### ACADEMICS

- |   |             |
|---|-------------|
| • Masters in Personnel Management (MPM)         | 2000 - 2001 |
| • Bachelors of Commerce (Marketing and Costing) | 1998 - 1999 |

### PROFESSIONAL EXPERIENCE

#### ENERVO Contracting & Gen Maint. LLC ABU DHABI Document Controller / Accountant

Jul 2020 – May 2021

- Processing requests for inquiries on registration information, procedure, e
- Successfully qualified the company with Federal Govt. entities to receive tenders and bid for projects.
- Proven ability to analyze registration pre-requisites, certification and pre-qualification requirements.
- Database management skills, knowledge of database construction, records archiving and retrieval methods.
- Ability to maintain documents confidentiality.
- Skilled in preparing dashboards and project plans for new potential ventures.
- Managed Accounts Payable reports for supplier payments and cash flow tracking
- Validating invoices in Quick books & validating POs, invoices and delivery notes as well as contract documents.
- Supporting the Business Development team with lead generation through various database platforms and portals.

#### UTS Group – OSC Emirates LLC ABU DHABI Administrator (Accounts Assistant) – Sheikh Shakhboot Medical City SSMC Project

Apr 2018 – Mar 2020

- Preparing monthly Project P & L and analysis reports for Directors. Financial reporting such as accruals and pre-paid amortization based on Purchase Orders.
- Reviewing and updating the BOQ reports and cost accounting for the project amounting of Dhs 3.2 million per month
- Accounts Payable - Liaising with Engineers / Procurement team for SSMC Supplier Invoices and reconciling supplier SOA and arranging Supplier payments for OCS based on payment terms.
- Accounts Receivable – preparing contractual and variation receivable invoices and SOA and track the receivables and allocate receipts in Accounting system (ORACLE)
- Assessing Work order cost along with Project lead, finalizing quotation to client and monitoring the relevant data in Oracle ERP (collate all costs – CDVs, PO's AP invoices, vendor quotes)
- Effectively reduced petty cash expenses by 50% and managing cash float Dhs. 25,000/- for SSMC and reconciliation of vouchers (staff claims and others)

**UTS Group - GULF BUSINESS CENTRE ABU DHABI****Sep 2013 – Apr 2018****Customer Service Specialist – Real Estate**

- Supervising day to day operations, business activities & employees of GBC.
- Promoting & effectively negotiating lease of office spaces and ensuring high occupancy rate.
- Significantly contributed to annual turnover of 2 million Dhs in 2015 / 2016 – 35% increase
- Ensuring high standard of Customer service and tenant retention – achieved 65% retention
- Marketing network and collaborative relationships with On-line Brokers, PRO's, Business Set-up companies.
- Strategically handle market competition through competitor analysis & studying market trends
- Monitoring the cash flow, client billing, invoicing & collections by liaising with accounts dept.
- Drafting lease agreements & contract documentation for Tawtheeq as per the Abu Dhabi Municipality.  
Liaising with Government officials.

**BRITISH COUNCIL ABU DHABI****May 2010- Mar 2017****Invigilator (free-lancer on Weekends)**

- Co-ordinate & control examinations held offsite for UK universities & IELTS
- Vigilant supervision of 200 plus candidates & conveying the requirements of the exam
- Part of the invigilators team for conducting IELTS exams
- Representing the company in while interacting with students and parents and managing customer relations

**WNS Global Services (P) Ltd Pune India****Dec 2003- Jun 2008****Team Manager**

- Managing a team of 70 employees for an inbound process for a Prestigious Canadian Airline.  
Reservations desk, Fares & Ticketing, Queues & Medical, Groups, Aeroplan, Web support
- Supervising day to day operations, team performance and achieving target SLAs
- Customer Relationship Management – responsible for Client interaction and managing Client requirements.
- Project Transition – spear headed transition for MEDA (Medical Pax) travel Process of Air Canada from client site in London UK
- Prepared Process Mapping for over 50 processes and regularly updated to ensure accuracy
- Organized capacity planning, agent recruitment, selection, induction and training.
- Controlled incentives and baseline parameters for performance measurement & handled performance appraisals
- Activated performance goals for DR's and ensuring goals linked to business objectives
- Evaluator at Quality audits, calibrations & Root cause analysis meetings to identify improvement
- Represent the team for ISO Audits and ensure all compliance requirements are adhered
- Documenting and evaluating Weekly / Monthly SLA dashboards & process performance
- Active member of employee engagement team to boost employee morale and organize events
- Nominated as Assessor for the Agent & TL Development Centre—to identify potential talent

**MSource India Pvt Ltd Pune India****Oct 2001- Dec 2003****Sr Customer Service Associate**

- Handled calls for an outsourced process for Banking – Citibank US
- Worked in a team of customer service associates and mentored new joiners

**References will be provided upon request**