

Hussam Ahmed Nouh



PROFILE

An experienced person in procurement & contracts, general Services, Warehousing, and Inventory control management, and all administrative & financial works, I have extensive experience and good connections dealing with the market suppliers regarding providing all facility management solutions and all Office supplies, and pantry services. I have worked with many leaders and I am easily adaptable to new policies and regulations, I have faced multiple challenges throughout my career and I took the right steps to solve them. I am currently looking for a suitable position where I can utilize my experience, knowledge, skills, and personality to give back what I learned.



EXPERIENCE

Operations Specialist (Contract) / Vaccination Centre
Dubai Health Authority (DHA)
UAE, Dubai

May 2021– December 2021

Responsibilities:

- Welcoming the patients with cordiality and respect.
- Verify the validity of patients ID's and checking the appointment text message.
- Assisting the patients in overcoming the issues and providing sufficient answers for all inquiries related to the vaccination process: (vaccination type, duration of vaccination, vaccination centers locations, Travel procedures for vaccinators etc...).
- Dealing with patients problems and solving them positively and professionally.
- Organizing the process of waiting regularly by directing the patients to sit in the designated seats and guiding them to the main hall for completing the vaccination procedures.
- Organize the patients sorting to the counters for complete the registration, considering the priority for some cases.
- Directing the patients to nurse's rooms for assessment before completing the vaccination.
- Assisting in the registering patients through DHA system designated for vaccinations.

Services Officer / General Services Dept.
Higher Corporation for Specialized Economics Zones (ZonesCorp)
UAE, Abu Dhabi

May 2013 – April 2020

Responsibilities:

- Plan and coordinate provision of general services across ZonesCorp (office furniture and equipment requirement; office messenger and pantry services; reception and mail services; office cleaning and gardening, light transportation; documentation; etc.).
- Coordinate the provision of a wide range of office services including office cleaning; office furniture; printing; and assignment of office space, computers, furniture, and equipment including interior design, decoration, and furnishing.
- Coordinate office furniture and assignment of office space, computers, furniture, and equipment with the related departments.
- Manage material minimum stock for fast-moving items of consumables, manage the vending machine and coffee machine assignments and vendors.
- Issues and manage general service contracts related mainly to office supplies (e.g. routine stationery items, Kitchen items, letterheads, business cards, official stamps, etc.). Set service delivery standards and Service Level Agreements (SLA).

- Monitor and direct implementation of services provided to ensure satisfaction and quality of provided services.
- Contribution to preparing the annual budget of the services Division in coordination with the finance and other departments of ZonesCorp (Preparing budget tables, calculating annual costs and consumptions, requesting annual needs from departments, coordinating with finance, ..Etc.).
- Maintain safe custody of assigned Petty Cash & Credit card, make payments as required and submit statements to the finance department for expenses.
- Supervise the process of employee and family visas, work permits, and residence permits (with the 3rd party company)
- Fixed assets and warehousing management (receipt, storage, delivery, disposed).
- Processing the daily requests such as stationery, kitchen items, Office Furniture, Move Order – Transaction Move Order – typing requests – issuing PR, PO, CR.... etc. all this via the “ERP” system.

Additional responsibilities:

- Arrange catering services for official celebrations, management functions, and/or special occasions such as Ramadan special banquets, food carts, and restaurants.
- Run a Transport Pool of vehicles and drivers' services for ZonesCorp employees and guests
- Ensure proper preventive and routine maintenance and upkeep of ZonesCorp-owned or leased vehicles or services with the drivers
- Manage incoming and outgoing courier services.
- Ensure efficient dispatch and prompt collection and distribution of regular and courier mail across ZonesCorp.
- Manage PRO to Process employees' requests for visit visas through foreign embassies in Abu Dhabi or any document needed
- Coordination with a Travel agency to obtain the best prices for issuing travel tickets to Eligible employees (Business Missions)
- Providing daily newspapers & magazines on a daily basis, in coordination with newspaper agencies
- Organize VIP parking assignment and provide and collect the remote controls.
- Arrange for authentication of ZonesCorp official documents at various government offices and/or embassies.
- Providing & maintenance the indoor plants.
- Manage corporate benefits for employees with external providers (Gyms, hotel discounts, food, etc.).
- Supervising office boys and cleaners' duties at all of the zonescorp buildings, and coordinating with the supervisor to organize the daily schedule works.

Ideas and suggestions:

- A new process has been prepared to dispose the unused and confidential documents in coordination with Internal Audit & Legal Dept., Information Security Dept., where a custom form has been designed and to be implemented.
- Preparing and drafting the procedures and policies to organize the daily work (office furniture, stationery, kitchen consumables, warehouse management and fixed assets, petty cash and credit card) to be approved and implemented.
- Preparing a technical and financial proposal regarding supplying coffee machines to a number of Zonescorp buildings, since were communicated with specialized vendors to submit the finance and technical offers.
- Preparing a general Questionnaire for General Services to be circled to Zonescorp employees to measure the percentage of employee satisfaction of the quality of the services provided.

Achievements:

- Contributing and participating in the implementation of “ERP”, for all General Services Department requests and procedures.
- Accomplishment out financial and technical proposal to provide a variety of baskets of fresh fruits and nuts to create a healthy work environment for employees, as the proposal was approved by high management.
- Accomplishment out the manual tagging number project of fixed assets (office furniture, tools, office and kitchen equipment) in coordination with the Finance and the Information Technology.
- Contributing of signing a new agreement with the vendors to supply of kitchen consumables & mineral water and stationery in order to reduce annual costs in a way that guarantees stability of prices for two years.

**Office Services Assistant / General Services Dept.
Higher Corporation for Specialized Economics Zones (ZonesCorp)
UAE, Abu Dhabi**

November 2004 – May 2013

Responsibilities:

- Focal point for all invoices of General services and on all electronic solution systems.
- Developed track sheets and filing for each activity/transaction.
- Receive correspondences and documents from third-party companies, internal Departments/divisions, and other governmental entities, log them in appropriate registers, present them to the General Services director & distribute them to General services Management Division members or other Zonescorp departments, as directed.
- Implemented the new procedures for each activity under General services responsibility.
- Receive user requirements, compile and prepare documents such as Memos, letters, flowcharts, forms, and Notifications for the General services team and save in the excel sheet system.
- Raise Contract Requests (CR), Purchase Orders (PO), and similar activities when required.
- Assist the team in the preparation of payment certificates for various requests and GS Contracts.
- Assist general services director & GS Management in the development and execution of data, administration policy, standards, and models thru reports.
- Prepare progress and monthly reports and make sure those reports are delivered to the correct destination in addition to reporting monthly progress.
- Participate in the meeting with GS team members, and managers and take notes/prepare MOM.
- Process and maintain specific procedures documents as directed by the General Services director & GS management.
- Ensuring that requests for general items are cost-effective and that waste is limited as much as.

**Executive Secretary / General Manager office
Abu Dhabi industrial City ICAD – UAE, Abu Dhabi**

July 2002 – November 2004

Responsibilities:

- Arrange the personal interviews and dating according to the eligibility and priority of the general manager.
- Receiving the phone calls and welcoming the client and providing them with the necessary information, and guiding them to the concerned department.
- Follow up on periodic meetings, prepare their minutes and agendas, and record any observations.
- Follow up the oral directions and write them down till they are formally completed and printed.
- Arranging and coordinating the files of the General Manager's Office.
- Compose letters, memorandums, reports and presentations from verbal direction or by dictation from General Manager and/or to all division staff or concerned entity including following up to make sure outgoing letters are delivered to the correct destinations.
- Receive correspondences and documents from third-party companies, internal Departments/divisions, and other governmental entities, log them in appropriate registers, present them to the General Manager & distribute them to other Divisions or departments, as directed.
- Inform the general manager of any problems encountered in his work or any required procedures.
- Performing any other tasks entrusted to it by the General Manager.

**Secretary / Industrial Areas and licenses Dept.
General Industry Corporation – UAE, Abu Dhabi**

May 1994 – July 2002

Responsibilities:

- Preparing and Typing Letters, Lists, Tables, and memoirs..
- Registered the internal & external correspondences.
- Saving and archiving the files and memos.
- Arranging the appointments and the interviews special to the manager director.
- Readying the meeting agenda and preparation of its lecturer.
- Coordinated with Government Departments & VIP & Costumers.



EDUCATION and CERTIFICATES

Diploma – Mechanical Engineering (Syria, Damascus)

1990 – Intermediate Technical Institute, Ministry of Higher Education

Certificates

- **Professional Proficiency Practitioner (ID Management Consultants)** – ABU DHABI 4 - 6 July 2017.
- **Inventory & Stock Control Management (OXFORD)** - Dubai 11 - 15 December 2011.
- **Interdepartmental communication Program (Meirc)** - Dubai 12 - 16 December 2010.
- **Management Advance of Warehousing & Storage Technology Course (EuroMaTech)** - Dubai 31 October - 4 November 2010.
- **ISO 9001:2008 Internal Auditor Course (BSI)** – Abu Dhabi 5 & 7 January 2010.
- **Management of certainty & innovative plans Course (EuroMaTech)** - Dubai 11 - 16 October 2009.
- **Transformational Communication Course (IIR)** - Dubai 22 - 23 April 2009.
- **2009 Executive Secretary, PA and Office Manager Forum – Conference Day 1 - 2 (IIR)** - Dubai 20 - 21 April 2009
- **2009 Executive Secretary, PA and Office Manager Forum – Mastering Business Presentations (IIR)** - Dubai 19 April 2009.
- **2009 Executive Secretary, PA and Office Manager Forum – Focus: Achieving Your Highest Priorities (IIR – Institute for International Research)** - Dubai 18 April 2009.
- **Achieving Your Highest Priorities (Franklin Covey)** - Dubai 18 April 2009
- **Warehousing 2008 Course (IIR – Institute for International Research)** - Dubai 14-18 December 2008.
- **English For International Business Course (ZonesCorp)** 2007
- **Test of English for International Communication (TOEIC) - (ETS)** 2007
- **International Computer Driving License (ICDL)** – Abu Dhabi (CompuBase) 2007
- **Business English Language Course (British Council)** – Abu Dhabi
- **Human Resources Management Course (UAE Academy)-** Abu Dhabi



CONTACT

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 Nationality : Syrian
 Driving License : Available UAE



SKILLS

Organization	■ ■ ■ ■ ■ ■ ■ ■
Project Management	■ ■ ■ ■ ■ ■ ■ ■
Computer	■ ■ ■ ■ ■ ■ ■ ■
Microsoft office	■ ■ ■ ■ ■ ■ ■ ■
Planning & Strategy	■ ■ ■ ■ ■ ■ ■ ■
Problem Solving	■ ■ ■ ■ ■ ■ ■ ■
Innovation	■ ■ ■ ■ ■ ■ ■ ■
Communication	■ ■ ■ ■ ■ ■ ■ ■



APPLICATIONS

ERP solutions
 Microsoft Windows
 Microsoft Word
 Microsoft Excel
 Microsoft Power Point
 Microsoft Outlook



LANGUAGES

Arabic	■ ■ ■ ■ ■ ■ ■ ■
English	■ ■ ■ ■ ■ ■ ■ ■



INTERESTS

Football
 Socializing
 New Technologies