



SURAIYYA SHAH

A versatile result oriented, highly reliable and efficient, currently working as a detail- oriented Legal Transaction Manager. Conduct all legal business professionally with attorneys, government of UAE and GCC. Up to date with business needs and believe in execution of tasks before deadline. Disciplined and insightful in business operations with 15+ years



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Education B.B.A (Hons.) | 2005 | Comsat university

CERTIFIED TRAININGS

- Computer Hardware Certificate. **(UAE Ministry of Education and Youth- N.I.T Institute)**
 - M.S. Office: M.S. Excel, M.S. Paint, M.S Power Point, Front Page **(UAE Ministry of Education and Youth- N.I.T Institute)**
 - ISO Internal Auditors Training
 - Internal Quality Management System Auditor Training (ISO 9001:2015)
 - ISO 29990:2010 Awareness Course
 - Fire Warden
 - First Aid
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Professional Experience

Careem LEGAL TRANSACTION MANAGER | CAREEM NETWORKS FZ | SINCE 2017

Careem is a transportation network company based in Dubai, with operations in over 100 cities in 14 countries in the Middle East, Africa, and South Asia.

- Preparing/Filing/Registration of Trademarks in GCC and EU
- Managing Disputes related to Intellectual Property
- Handling the POAs for all the regions and working closely with Notary Public and Embassies
- Wider experience in setting up a new Incorporation company in UAE, and GCC
- Drafting/Reviewing NDA's and Corporate Customer Templates
- Conducting Legal Compliance Trainings
- Preparing Legal Budget for each quarter
- SLA Reports for Team/Recording Legal Rating/Initial Response times since request received
- Managing renewals of company licenses
- Working closely with Law firms in regard to attestation of true copy of Article of Association, Trade License and Certificate of Incorporation etc.
- Managing translation of documents in different languages depending on country regulatory



ASSISTANT MANAGER TRAINING | AL FUTTAIM AUTOMOTIVE ACADEMY | 2012 - 2017

The Automotive Academy was founded in June 2011 to provide Automotive specific and brand training for Al-Futtaim Automotive Group, both in UAE and Overseas locations. As one of the 'founding' team members, it was my responsibility to establish and sustain administrative processes, databases, reports and dashboards. Reporting to the Operations Manager, my responsibilities included, but were not limited to the following:

- **TRAINING AND TRAINERS PLANNER** – Based on yearly training needs analysis, was responsible to generate Technical & Non-Technical training plans for Al-Futtaim Automotive Group both in UAE and overseas Al-Futtaim businesses and for Customers (RTA, Dubai Police etc.). Also maintained the trainer's planners to support the training manager in managing his/her workforce planning.
- **LEADERSHIP AND MANAGEMENT TRAINING SUPPORT** – To support Leadership Training Manager in preparing training plans and training administration of leadership and supervisory training programmes.
- **BUSINESS ADHOC TRAINING REQUIREMENTS** – To support the business managers in meeting the adhoc training requests by working closely with the Business representatives, Training Managers & Trainers and ensure that the requirements are met in timely manner.
- **TRAINING REPORTS** – Generating monthly/quarterly Brand Principal (Toyota, Lexus, Hino etc.), Business, Training Evaluation and Training Management reports in timely manner to ensure that it is readily available for senior management to review and action as required.
- **RECRUITMENT & ASSESSMENT** - Manage the Central Technician recruitment assessment and the traineeship programme by working closely with HRBP, Talent Acquisition Team and training managers by ensuring the Assessment Centers are planned, conducted and recorded accurately and communicated to relevant stakeholders.
- **LEARNING MANAGEMENT SYSTEM ADMINISTRATION (SUCCESS FACTOR)** – Was responsible learning management system (LMS) administration of Al-Futtaim Group for Automotive Specific courses.
- **EVENT MANAGEMENT** - Assist in organizing the Product Launches, New Product Training, Award Ceremonies, Skills Contests, Overseas recruitment and brand events for the stakeholder by ensuring smooth and trouble-free training environment and exceed customers' expectations
- **HSE** – Ensure that Caterers, Cleaning and Maintenance Company and other service providers perform in line with QHSE standards. Ensure that all technical training tools and fire equipment are attested and certified in line with standards. Organized and managed recycling and waste management for the Academy. And a certified Fire warden and First Aider for the Academy.
- **QUALITY MANAGEMENT** – Acted an internal Auditor for Quality and HSE for different departments of the academy. Ensure the products and services of the academy are as per the Academy Quality Standards.
- **MENTORING AND COACHING** – Mentoring/coaching new administration team members to ensure smooth onboarding and inducting new trainers on Academy administration processes and procedures to avoid conflicts.
- **MANAGING AND DEVELOPING SUBCONTRACTOR SUPPORT STAFF** - To ensure that both internal and external customers' requirements are met.



SENIOR FACILITIES CONSULTANT | HITCHES AND GLITCHES | 2010 – 2012

Delegating work responsibilities, conducting employee performance reviews. Planning for future development in line with strategic business objectives, using performance management techniques to monitor and demonstrate achievement of agreed service levels and to lead on improvement; Responding appropriately to emergencies or urgent issues as they arise and dealing with the consequences. Managing maintenance schedules and budgets. Delivering planned and property maintenance, designing maintenance programs. Ensuring that the building meets the strictest health and safety requirements.



TEAM LEADER | NATIONAL BANK OF DUBAI (ENBD) | 2007 – 2010

Manage the mortgage team in ENBD bank with 7 consultants. Develop and grow the mortgage business. Initiation and development of marketing and promotional strategies of our bank to enable our bank to prosper and to reach new heights. Plan and execute sales strategies and tactics. Develop profitable business relationship with property dealer. Achieve monthly targets. Ensure top performance & optimum productivity of the team (key performance standards). Highest target achieved/recorded for consecutive 8 months.



GROUP LIFE SENIOR ASSISTANT | AL FUTTAIM ARAB ORIENT INSURANCE COMPANY | 2005 – 2007

Completion of all the data entry procedures using tools provided for group life insurance policies. Quoting rates of various policies as per set rules. Issuance of new policies and renewal of existing policies. Maintenance of client relationships. Interdepartmental coordination. an insurance expert, maximize benefit of insurance portfolio, and work with external and internal stakeholders to ensure they maintain compliance with policies and are in a strong position in the event of any claim. Manage annual insurance renewals, wield opportunities to drive a reduction in insurance claims/premiums volume.

ACHIEVEMENTS

- *Recognized as the 'Automotive Academy Employee Champion' in 2016. Was nominated by my colleagues who selected me as a recipient of this award I strive to ensure the Academy's trainings remains a "benchmark for excellence".*
- *Was a vital member on the ISO certification project team, Worked with QHSE officer to develop standards, processes and ensured that 2 of the Academy's facilities achieved the following ISO standards in 2015: ISO 14001 - 2004 and OHSAS 18001 - 2007 certification and 2017 – ISO 90001, 29990*
- *Received appreciation by president of Automotive on planned the event for certification graduation ceremonies for Technicians and Sales that were attended by a total of 300 associates and senior management including the President and HR director.*