



## MUJEEB REHMAN

### Experienced Administrator/HR

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Proactive, self-motivated and fully committed administrative professional with key knowledge and wide-ranging experience gained in undertaking a variety of administration and client focused roles in demanding business environments. Experience of managing assignments of a diversified nature with proficiency in encompassing strong cross-functional skills and highly competent in using own initiative to meet every day challenges and objectives.

Dedicated, resourceful and vibrant; combines a wide range of strong transferable skills that would be an asset to any business gained from valuable commercial and customer service awareness; Vast experience of working in ever changing circumstances; effectively managing a variety of tasks whilst being tolerant and respectful of customer needs and company targets, maximizing opportunities in a flexible manner with integrity and professionalism.

**Objective:** *I am now seeking an interesting and challenging administrative role that allows me to make use of my current skill set whilst inspiring me to continue to learn and grow.*

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#### Core Competencies & Areas of Expertise:

- Excellent in verbal and written English language
  - Computer Literate - Excellent in Microsoft Office
  - Good team player with a high degree of flexibility
  - Extremely well organized and clear demonstration that follows processes and procedures closely
  - Self motivated with a desire to deliver top quality work results
  - Strong team player and leader
  - Very good communication, very good in handling the customers queries (Interact with customer)
  - A leader in managing cross company teams efforts through effective and motivating mentoring strategies.
  - Decision making and critical thinking.
  - Self-motivated, initiative, maintains a high level of energy
  - Ability to organize, prioritize and work under extreme work pressure and deadlines.
  - Always presents a professional image.
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#### Professional Experience:

##### Dubai Steel Manufacturing Factory, Sudan Karthoum Administrative Supervisor, Aug 2017 up to date

- Maintains Account Payable System documentation and requirements for invoice payment and new vendor set-up
  - Maintains office operations by receiving and distributing communications; maintaining supplies and equipment; picking-up and delivering items; supporting local engineering staff.
  - Ensures operation of equipment by ordering required supplies; calling for repairs; evaluating new equipment and techniques
  - Maintains office supply inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies.
  - Creates and revises systems and procedures by analysing operating practices, recordkeeping systems, forms control; implementing changes
  - Maintains office shipping and receiving including using automobile
  - Contributes to team effort by accomplishing related results as needed
  - Obtain manpower using overtime list for down days.
  - Posting of departmental delays in Rolling Mill, Finishing, Shipping, Melt Shop, Caster, LRS, & Cranes.
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#### **Alshaya International L.L.C, H&M Muscat City Centre / H&M Qurum City Centre & the Avenues mall, Muscat Oman**

##### **Administrative Supervisor, June 2013- July 2017**

###### *Core Contributions:*

- Responsible for daily cash collection and banking and all audit and LP concerns
- Controlling petty cash and additional float of store and handling all finance and payroll related work.
- Daily report reconciliation, reports includes daily sales summary report
- Follow up leave salaries of staffs with the payroll section and other monetary matters for staffs.
- Prepare the overtime calculations of all staffs and entering them through the system.
- Verify and action any complaints from staff regarding accuracy of their salaries, etc.
- Prepare/submit monthly section-wise Leaves, Absenteeism and Overtime Summary Report to payroll
- Ensure dissemination of memos/circulars to all sections of Services and compliance to safety and security
- Update knowledge of current company policy and procedures by reading, memo, circulars and manual updates.
- Sending weekly report which includes (Headcount, overtime and stock request & feedback).
- Daily spot checking of all functional tills, acknowledging of any excess and shortage to finance.
- Sending monthly reports which includes (Dashboard report, training given to staff report, maintenance request and training photos of the store)
- Monthly stock reconciliation.
- Reconcile corrected rejects and revised twice a month.
- Prepare records of write-off includes (staff uniform, Faulty /Damage and Testers)
- Prepare Business Travel Allowance (BTA) of the staff for inter country support.
- Maintain and update the 10 Files which include (Audit, Visit Report, Security & Shrinkage, Personal, Petty Cash, ARES Reports, Transfer In & Out, Rejects & Write Off and Staff training)
- Maintain & update current report in the standard format for areas of responsibility and communicate to team members and Line Managers as required.
- Keep accurate records, review information, consolidate reports & take action where necessary.
- Communicate with Line Manager any variances or improvements to be made to current department practices.
- Communicate relevant information to internal/external parties whilst presenting the Company in a professional manner.
- Provide general administrative support as requested by Line Manager in Oman market for all the 3 stores.
- In charge for 3 administrators in Oman market and visiting on weekly base to review the given work have been completed as requested by Line manager.

###### **HR Responsibilities**

- Organize and maintain personnel records
  - Update internal databases (e.g. record sick or maternity leave)
  - Prepare HR documents, like employment contracts and new hire guides
  - Revise company policies
  - Liaise with external partners, like insurance vendors, and ensure legal compliance
  - Create regular reports and presentations on HR metrics.
  - Answer employees queries about HR-related issues
  - Assist payroll department by providing relevant employee information (e.g. leaves of absence, sick days and work schedules)
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- Arrange travel accommodations and process expense forms
- Participate in HR projects (e.g. help organize a job fair event)

#### **MH Alshaya International, H&M Dalma Mall/Marina Mall Abu Dhabi, United Arab Emirates Administrative Assistant, January 2012 -January 2013**

##### *Core Contributions:*

- Responsible for financial planning, billing & record keeping.
- Review and answer correspondence & provide secretarial or executive services for committees.
- Devising, ordering & maintaining stationery and equipment.
- Provides clerical & administrative support to the business for the smooth running of the business throughout industry.
- Interview job applicants, conduct orientation programmes for new employees, staff training and development, the preparation of job descriptions, staff assessments and promotions.
- Administer salaries and work out leave entitlements
- Prepare annual estimates of expenditure, maintain budgetary and inventory controls and make recommendations to management
- Maintain management information systems as per Standard Operating Procedures.
- Manipulating statistical data & update website and internal databases.
- Liaising with colleagues & external contact to book travel & accommodation for inter country support.

#### **Aegis call centre process SBI Customer support representative Nov 2009 – June 2011**

- Sold banking products to customers based on their need and wants.
  - Managed an average of 100 calls per day, servicing business and customer accounts, while maintaining over 60 percent accuracy.
  - Evaluated the customers' financial status to select the most effective products.
  - Selling credit cards like visa master to clients and selling personal loans for the corporate clients.
  - Resolved and found solutions for any and every situation.
  - Managed to meet banking sales goals and try to exceed that goal every month.
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#### **Professional Qualifications:**

- Higher Secondary School Certificate from Bangalore India
  - Diploma in Electronics and Communication
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#### **Additional Information:**

**I.T Skills :** Having the Basic Knowledge of Computers, A+, N+ MCSE & CCNA Course, MCP Microsoft Certified.

**Languages :** English Hindi Kannada Malayalam and Tamil

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**PERSONAL DATA:**

Date of Birth : Nov 02, 1986  
Sex : Male  
Religion : Islam  
Marital Status : Married  
Nationality : Indian  
Passport # : P0731900

**Professional References Available Upon Request**