



Abeer Nafees Qureshi

Administrative Supervisor

Dubai, United Arab Emirates

Personal and Contact Details:

(+971) 54 445 5802

abeernafees@hotmail.com

<https://www.linkedin.com/in/abeer-qureshi/>

DOB: 04 April 1997

Status: Single

CAREER SUMMARY

A highly competent, capable and resourceful individual with more than 5 years of hands on experience in successful leadership development, human resource management and client/employee satisfaction. Self-motivated enthusiast with a can-do positive attitude and proven ability to ensure the smooth running of day to-day activities such as administrative oversight, interpersonal communications and respectful conflict management response. Experienced in hosting conferences, orientations and events with the goal of employee training and mentoring to build long-lasting relationships for organizational success and bettering brand reputation in a truly memorable way.

ACHIEVEMENTS

- Successfully lead the transitioning of employees back to a safe working environment with clear guidelines and messaging post-COVID-19
- Conducted the training of risk management process in order to manage employees' expectations around safety standards and productivity.
- Created Relationship Management database for company, to be utilized for tracking and resolving client and employees' inquiries/complaints.
- Demonstrated success in negotiating win-win compromises, developing team building programs, writing job descriptions and management reports.

LANGUAGES

English – *Advanced*

Urdu – *Native*

Arabic – *Communicational*

EDUCATION

BBA Hospitality and Tourism Management, City University College of Ajman, UAE - 2018-2022

Specialization: Food and Beverage Management

AS Level, Pristine Private School Dubai, UAE - *Graduated 2015*

Subject areas: Travel and Tourism Management, First Language English, Business Studies, Applied Information and Communication Technology

WORK HISTORY

Bukhatir Education and Advancement Management, Bukhatir Group

Administrative Supervisor (August 2015 - present)

- Structuring and implementing programs and policies in the areas of training, compensation structures, benefits packages, incentives and new-employee orientation.
- Fostering a teamwork/open-door environment conducive to positive dialogue across the organization
- Revising job descriptions across all levels and 50+ categories. "Shadowed" and interviewed employees to construct an accurate picture of the duties and skills required for each position.
- Devising creative and cost-effective incentive and morale-boosting programs (including special events and a tiered reward structure) that increased employee satisfaction and productivity.
- Working alongside HR generalist for employee recruitment and retention, staff development, mediation, conflict resolution, benefits and compensation, HR records management, policies development and legal compliance.
- Liaising with other members of the departments as required to ensure sharing of information and continual improvement of client care delivery and accuracy of information.
- Resolving client complaints/problems by utilizing own best judgment and referring to the management.

Bouguessa, International Luxury Fashion Brand

Social Media and Ecommerce Content Creator (January 2015 – August 2015)

- Designed e-commerce website and founder's personal blog.
- Worked with social media channels across different platforms.
- Composed SEO Friendly content online, including multimedia, CRM, and external advertising.
- Increased Social Media followers and engagement by ~80% on average in the first 3 months of collaboration.
- Managed social media accounts and web pages for ecommerce.
- Planned and implemented strategies for social marketing campaigns for specific marketing goals.
- Researched industry-related topics to identify client needs and gaps in content.
- Ensured consistency for the brand image and tone of voice along all channels.
- Adapted to the briefs and content concepts with creative directions for photography, mood boards and virtual styling, as well as proof-reading print media.

AREAS OF EXPERTISE

Strong communication and interpersonal skills:

Have navigated various situations which involved coordinating with different stakeholders.

Report development and presentation skills:

Frequently required to deliver presentations to groups of people and my presentations have been effective in achieving the objectives.

Public speaking: Hosting numerous employee orientations and company events for annual employee recognition and awards, introducing attendees to the cause with a view to boosting support, and closing the event.

Teamwork: Managing large numbers of people together and coordinating them to achieve organizational goals successfully.

SKILLS

- Cross-cultural communication skills
- Excellent networking abilities
- Team management
- Performance driven with acute attention to detail
- Outstanding interpersonal customer service skills
- Excellent problem solving and forward-thinking ability
- Time and workflow management
- Multitasking under high pressure environments

CERTIFICATES AND PROFESSIONAL DEVELOPMENT

- IELTS 8.0
- MICROS OPERA to coordinate the operational functions of the organization.
- ORACLE to manage and process data for collection, organization, and visualization.
- Microsoft 365 Proficiency
- Tourism and Travel Management - *The University of Queensland*
- Professional Certificate in Sustainable Tourism - *Wageningen University & Research*
- Communication and Interpersonal Skills at Work - *University of Leeds Certification.*
- Decision Making and Problem Solving - *University of Leeds Certification.*
- Creative Problems Solving - *University of Leeds Certification.*
- Highfield International First-aid and CPR License to act as first point of contact and assess work specific hazards
- Safeguarding Adults: Level 3 Training - *Health Education England*
- Covid-19: Tackling the Novel Coronavirus - *University of Leeds Certification.*
- Collaborative Working in a Remote Team - *University of Leeds Certification.*
- Content Marketing Certified