

Yasin Osman

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Abu Dhabi

PROFESSIONAL SUMMARY

Experienced Operations Officer with a demonstrated history of working in the events industry and Mall Management. Strong support professional skilled in Negotiation, Microsoft Word, Event Management, Teamwork, and Microsoft Excel.

WORK EXPERIENCE

Acting Senior Operations and Customer Service Officer.
Meraas Holding • Dubai

Nov 2016 - Present

- Introduced innovative systems, including the logistics of the tenant's handover, which was recognized and implemented across all assets.
- Spearheaded the facility management team onsite with the accountability of handling tenant's compliance documents, tenant's snags, ensuring to achieve a smooth run of business operations.
- Acted as a customer service guide by managing customer and tenant interactions and allocated tasks to team members, facilitated training to build capacity and capabilities, ensuring deadlines are adhered.
- Managed asset and contractors, resolved issues in accordance with the contract documents and actively handled the administrative requirements of the asset while coordinating daily requirements/communication and documents between asset and tenant.
- Facilitated Asset & Facilities Management consulting, developed and drafted bespoke contracts for ever-changing contract requirements for various facilities.
- Oversaw and prepared monthly financial and biweekly reports, budget, annual forecast projections, operating expense estimates, and reconciliation.
- Contributed significantly to developing and delivering a strategic plan aligned with business needs and ensure that property and lease files are properly maintained and kept up to date in accordance with company policy.
- Supervised facilities management & asset management activities, instrumental in managing various facilities in the premises and building of the organization are as per the technical and operational standards.
- Recommended strategic advice to the tenant's on their business or operation's needs, managed and trained administrative staff, scheduled meetings, prepared agendas, and managed events and conferences.

Call Center Agent
Union National Bank • Abu Dhabi

Apr 2015 - Oct 2016

- Identified suspicious transactions using a Fraud Guard program.
- Monitored all overseas/internet transactions through the Fraud Guard program.
- Answered incoming calls and respond to customer's emails

- Managed and resolved customers' complaints
- Updated job knowledge by studying new product descriptions; participating in educational opportunities.
- Sold products and placed customer orders in the computer system.
- Documented all call information according to standard operating procedures

Customer Service Representative

Oct 2014 - Mar 2015

Yas Marina Circuit • Abu Dhabi

- Maintained a positive, empathetic and professional attitude toward customers at all times.
- Responded promptly to customer inquiries.
- Communicated with customers through various channels.
- Ensured customer satisfaction and provided professional customer support.
- Pushed the sales and bookings for Formula 1 Grand Prix
- Part of the team who achieved highest Formula sales amongst all departments.

Freelancer

Aug 2010 - Mar 2014

ADFF/WOW Events • Abu Dhabi

- Registration Registering the Ambassadors.
- Creating Schedules.
- Entering the Ambassadors' data to the system.
- Answering them inquiries.
- Helping Ambassadors settle in the festival.
- Selling entrance tickets.
- Answering visitors' inquiries.
- Promoting the festival.

Abu Dhabi Science Festival

- Registering in the Science Communicators.
- Handing out wristbands with programmed bar codes to the Science Communicators.
- Signing the Science Communicators.
- Arranging pickup areas and entry points for the Science Communicators

Abu Dhabi Film Festival:

- Providing events schedules to GCC Talent.
- Escorting and hosting GCC Talent.
- Checking in and out GCC Talent.
- Working with the GCC Talent Liaison to coordinate all travel and accommodation details.
- Hosting the Registration desk for Filmmakers Department.
- Hosting the Registration Desk for Emirates Competition.
- Updating festival database to ensure accurate information with respect to assigned filmmakers and films.
- Working with the filmmakers' Liaison to coordinate all travel and accommodation details for assigned filmmakers.
- Assisting the filmmaker's Liaison with schedules.

- Translating the credits, letters, and necessary information into Arabic.
- Entering the movies received into the database.
- Escorting guests and filmmakers to their movies and helping them with everything necessary.
- Hosting the Emirates Competition desk and issuing badges with the welcome kits and answering inquiries.

EDUCATION

Business Administration in Management Information Systems
Abu Dhabi University • Abu Dhabi

Jan 2008 - Sep 2012

SKILLS

- Electronic Delivery Channels
- Promotions & Sales
- Customer Service
- Events Planning
- Office Administration
- Information Systems
- Banking Operations
- Problem Resolution
- Executive Communication
- Windows & Office Tools
- Cold-Calling Proficiency
- Language Skills
- Asset Management
- Tenant Relations
- MS Office

PROFESSIONAL CREDENTIALS

- IELTS General - (7.0) Overall Score. June, 2020

VOLUNTEER WORK

Sudanese Group
Small World • Abu Dhabi

Mar 2012 - Apr 2012

AWARDS AND HONOURS

Call Center Excellence Certificate	2016
Best English Speaker in a Debate from Abu Dhabi University	2008