

DITO DANIEL

OPERATIONS COORDINATOR (ADMINISTRATION + LOGISTICS)



SUMMARY

On Visit Visa for Immediate Joining.

Work experience of 9 years in United Arab Emirates, assisting Company Administration, HR department, Logistics and Purchase Coordination for Projects and Sales Department, Fleet Management, Stores/Warehouse Management etc.

I am well organized, detail oriented and able to prioritize effectively to manage conflicting demands in a fast paced environment. I have strong analytical and time management skills with a degree of commitment to my work for maintaining company-wide goals and objectives.

OVERALL EXPERIENCE (2011-2021)

Operations Coordinator Oct 2015 - Oct 2021
Al Reem Hospico Co. LLC - Al Ain City Head Office

- To assist various Managers who needs support in Administration, HR, Logistics, Transportation, Travel Bookings, Purchase, Sales and Stores.*
- To handle 40 drivers of 10 projects including Head Office and provide efficient and flexible services according to Company Standards.*
- To conduct interviews for new drivers and assist in selection process on behalf of HR department.*
- To plan and conduct various trainings for colleagues and drivers in the Head Office.*
- To handle calls and emails from Sales Manager for delivery and coordinating drivers with correct details for the delivery procedures.*
- To arrange Air Ticket / Travel Arrangements and Hotel bookings for the company clients/guests.*
- To arrange arrivals and departure of employees from the airport.*
- Prepare details on staff accomodation with HR Manager for arranging accommodation for new employees.*
- Maintenance In-charge of Staff accomodations.*
- Maintain Company Vehicle and rented vehicle maintenance, repair, insurance, registration Renewal.*
- Check and Assist Accounts Department in Traffic Fines-Payments and Fine deductions from Drivers.*

CONTACT

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in www.linkedin.com/in/dito-daniel

ACADEMICS

BACHELORS OF
COMPUTER APPLICATION
Bangalore University

DIPLOMA IN BUSINESS
MANAGEMENT
Modern College Kollam

REFERRALS

Mr. Mohan Olikkara

CEO Office Manager

Al Reem Hospico Co. LLC.

Mob: 050-5831187

Mr. Anil Kumar

Transportation Manager

Grand Hyatt Dubai

Mob: 050-5529690

DRIVING LICENSE

UAE VALID DRIVING LICENSE.

INTERNATIONAL DRIVERS
LICENSE

- *Checking fuel bills received from Head Office and Projects Drivers for accounting purpose.*
- *Vehicle Tracking System report to monitor and to be reported.*
- *To provide support for Stores in absence of Store Manager.*
- *Dispatch, Collect and Distribution of documents and consignments to all company projects across UAE.*
- *Receivable of Biomedical and Electromechanical spare parts from domestic and International couriers and placing in stores.*
- *To sendout Biomedical / Electromechanical equipments locally though drivers or internationally by using courier services such as FedEx , UPS and DHL using company account for repair, maintenance or calibration from the stores.*
- *To inquire LCL/Heavy shipment quotations from third party freight forwarders for the best quote in Sea or Air Freight and arranging the collection through them with the approval of CEO.*
- *Arranging Collection of mails from Post Office and Company Post Box.*

GSO / Night Duty Manager for Transportation Jul 2012 - Jun 2015
 Department and Airport Meet and Greet Services.
 All Hyatt Hotels situated in Dubai

- *To provide courteous, professional, efficient and flexible service to Grand Hyatt, Hyatt Regency, Hyatt Regency Creek and Park Hyatt Dubai according to Global Hyatt Hotel Standards.*
- *To handle more than 30 drivers in respect to their job and training them with Hyatt standards and codes on daily basis.*
- *To handle 10 Airport Representative staffs with their assigned pickup of guests from the Dubai International Airport, Sharjah Airport, Abu Dhabi Airport and DWC Al Maktoum Airport.*
- *To attend guest and colleagues call who needs assistance with transportation in a very friendly manner.*
- *To arrange arrivals and departure of VIP guests, Diplomats and Celebrities from the airport.*
- *To arrange arrivals and departure of 7 Airline crews on daily basis for all Hyatt hotels situated in Dubai.*
- *To handle calls and send email confirmation to Concierge and Front Office Team regarding additional guest pickup and drop off.*
- *To control the usage of third party limousines and transportation for the benefit of the company.*
- *To prepare daily limo charges for the 4 hotels and provide the revenue for the day to all the three Hyatt properties.*
- *To prepare Daily Movement Sheet and Airport Daily sheet on daily basis and send to all the three Hyatt Hotels.*
- *To supervise, correct and demonstrate all duties and tasks at work place as per Hyatt Standards.*

SKILLS

STRONG WORK ETHICS

STRONG LEADERSHIP

TEAM MANAGEMENT

TIME MANAGEMENT

COMPUTERS

LANGUAGES

ENGLISH	●	●	●	●	●
MALAYALAM	●	●	●	●	●
HINDI	●	●	●	●	●
URDU	●	●	●	●	●
TAMIL	●	●	●	●	●

- *Help achieve daily goals in order to drive sales and maintain customer service*
- *Focus on driving key metrics to meet revenue expectations*
- *Assist with the execution of daily operational requirements including: floor management, staff breaks and daily schedule management*
- *Supervise sales floor and provide direct supervision for an abbreviated period of time in the absence of a head of store*
- *Hold staff accountable for metric-based goals and drive results through key performance indicators to drive key company metrics and meet revenue expectations*
- *Held accountable for personal metric-based goals*
- *Daily management of detailed customer appointment calendar to ensure every customer's satisfaction and excellent experience*
- *Ensure customers experience is both seamless and unforgettable by leading by example and managing team in the moment to uphold customer experience standard*
- *To manage customer issues with professionalism, tact and bottom-line point of view*
- *To bring feedback, ideas, and information forward to elevate merchandise and operational efforts*
- *Acts as one of the subject matter experts on fit, product, and customer experience.*
- *Assists Head of Store in training and onboarding new Style Guides.*

TRAINEE

DELL Computers (Jun-Oct 2010)

Worked as Sales Technical Support Trainee for U.S. and Canada Process at Dell Computers Bangalore.

Aditya Birla Minacs (Apple Inc.) (Jun-Dec 2009)

Worked as Email Advisor Trainee for Apple Inc. U.S. Process under Aditya Birla Minacs Bangalore.

DECLARATION

I hereby declare that the above statements are true to the best of my knowledge and belief.

Best Regards,

Dito Daniel