

OMAIR KHAN



OPERATIONS/OFFICE MANAGEMENT ♦ ADMINISTRATIONS SPECIALIST ♦ EXECUTIVE ASSISTANT

PROFESSIONAL SUMMARY

Dynamic and highly organized Operations Manager leveraging 15+ years of proven experience managing and supervising administrative teams of up to 50+ staff, and providing support to C-Level Executives and the Leadership Team. Offering expertise spanning business administration, office management, people management, and strategic planning and organization for optimal organizational performance. Ensuring compliance with company objectives by exercising discretion, accountability, and dependability. Architected SOPs to improve efficiency and raise colleague morale. Excellent time management skills and the ability to multi-task and prioritize work. An analytical thinker, able to inspire and cultivate a productive work environment for employees, business partners, and clients.

AREAS OF EXPERTISE

- ❖ **Excellent Organizational and Administrative Knowledge**, including people management skills with the ability to handle competing deadlines, conflicting schedules, and balance several time-sensitive projects concurrently.
- ❖ **Results-Driven Team-Player**, committed to getting the job done, and who excels in a high-pressure environment.
- ❖ **Accomplished Execution of Day-to-Day Functions** to ensure flawless office operations and team success through effective organization, prioritization, and a hands-on approach.
- ❖ **Exceptional Communication and Interpersonal Skills**, adept at building and nurturing relationships.
- ❖ **Demonstrated Vendor Management** by collaborating directing with suppliers and distributors to negotiate and secure the best offer for our customers.
- ❖ **Process Improvement** - preparation of financial reports, management reports and ad hoc reporting.
- ❖ **Strong People Leadership Skills**, including training, coaching, mentoring, managing performance, and building highly engaged teams.
- ❖ **Providing Logistical Support to Executive Leadership** with daily administrative needs, such as managing flights/ground transportation, global visa applications and accommodation arrangements.
- ❖ **High Degree of Accuracy** when preparing reports, informational briefs for Executive Management, with outstanding attention to detail.
- ❖ **Designated 'Go-To' for All Office Management Queries**, including office etiquette, HR processes, new hire on-boarding, office equipment management, office set-up, maintenance issues, stock and inventory, and meeting space management.
- ❖ **Spearhead Weekly Office Meetings** to update staff on any operational issues, and build team morale by celebrating weekly achievements/ sales wins/occasions, etc.

KEY COMPETENCIES

Office Management | Team Leadership | **Coaching & Mentoring** | Customer Care | **Financial Acumen** | Training & Development | **Complaint Resolution** | Market Research | **Project Management** | Vendor Management | **CRM Management** | Inventory Management | **Budgeting & Forecasting** | Facilities Management Principles | **Organizational Skills** | Excellent Communication Skills | **Negotiation Skills** |

CAREER PROGRESSION

ACHIEVE.IT

DUBAI, UAE

OPERATIONS SPECIALIST

JAN 2021 – PRESENT

ADMINISTRATIONS SPECIALIST

MAR 2019 – DEC 2020

Achieve.IT is an IT solutions provider and systems integration company providing services to leading brands.

Business Verticals: Automotive Industries | FMCG | IT Solutions | Media | Hardware/Software |

Key Client Accounts: Al Tayer Motors | Al Safi – DANONE | Atos | Gargash Enterprises | Schneider |

As Operations Specialist, my role is to mediate between the Regional Offices of our key clients such as (Jaguar Land Rover, Ford, Porsche, etc.), and local distributors in the UAE, train and guide them on the use of our Sales Portal, and maintain and service those relationships. Responsible for overseeing the Asset Tagging Management for Jaguar Land Rover, as well as managing a cohesive team of 11 operations associates (IT Technicians/Sales Executives) towards optimizing processes and procedure to achieve maximum efficiency, and delivering services of the highest standard on assigned client projects. Other responsibilities include: -

- Instituting operational improvements, maximizing the value of the assets and ensuring control of operational costs.
- Monitoring and continually improving standards of performance and quality within the operation.
- Creating mechanisms for open dialogue with key suppliers, product, and service users to facilitate seamless communication and help prioritize opportunities.
- Implementing new processes and procedures, and identifying ways to enhance the customer journey by personalizing customer touch points.
- Optimizing operational processes and procedures to ensure maximum efficiency and quality.
- Hiring, training and mentoring culturally diverse teams, and implementing departmental policies, goals, objectives, and procedures, and coaching them on how to conduct Sales pitches.
- Encouraging, identifying, and developing best-practice strategies.
- Format information for internal and external communication with clients and stakeholders via memos, emails, presentations, reports in a timely and accurate manner
- Collaborating with cross-functional departments to ensure a seamless business operation.
- Coordinating logistics for meetings, conferences, events, and domestic and international travel and hotel accommodation arrangements to maximize time, efficiency, and value.

JAGUAR LAND ROVER MENA

DUBAI, UAE

ADMINISTRATION SPECIALIST

MAR 2019 – DEC 2020

(Contracted to Jaguar Land Rover MENA Academy)

Key Achievement:

Brought on board to manage 800+ users across the Middle East, the Levant, and North Africa region on the Global Retailer Portal System. Although the project was expected to be completed in six months, it was completed in just 1.5 months, earning me recognition from the JLR Headquarters (UK) for both successfully implementing the new software system, and providing round-the-clock assistance with access queries/issues to users in their respective countries.

Additionally, responsible for:

- Planning, issuing, and tracking of delivery and shipment of Purchase Orders.
- Developing and implementing office policies in accordance with standardized operating procedures.
- Ensuring the highest levels of hospitality and efficiency are maintained, including essential services like reception, security, events, maintenance, mail, archiving, and ad hoc duties.
- Maintaining office supplies and equipment; ordering as needed within established budget.
- Acting as a liaison between the company and vendors for lease renewal, equipment maintenance, or queries with supplies, invoices, and billing.

- Client services and office services comprising routine building management, facilities management, internal office moves, workplace safety, security, business continuity and emergency planning, records management, mail and print.

DEAL TODAY. PK

KARACHI, PAKISTAN

CLIENT SERVICES MANAGER

FEB 2013 – JAN 2019

An online e-commerce platform in Pakistan, allowing customers to bid and auction online.

Recruited to establish and maintain long-term relationships with top clients, as well as design business pitches for the effective on-boarding of new clients. Also tasked with: -

- Resolving client issues by working with both internal and external teams to ensure timely delivery of orders.
- Staying abreast with market trends and understand category dynamics, seasonality, new launches, and competitor benchmarking.
- Enhancing the efficiency of the client services team by ensuring adherence to standards, as well as engaging the team in continuous training to continually exceed customer expectations.
- Orchestrated policies and procedures to guide the client services team towards meeting client requirements, and securing their loyalty to the brand.
- Architected e-bulletins for clients to provide them with regular updates on new products, and keep them abreast of trends, and seasonal offers, an initiative that boosted sales revenue by > 20%.
- Conducted competitive analysis studies to better understand the company's positioning against the competition.
- Managed purchase requisitions and vendor payments to support strategic activities, and processed monthly corporate expenses.
- Prepared reports, correspondence, and presentations to provide detailed professional documentation for stakeholders.

EDUCATION, CERTIFICATION & TRAINING

Amazon Web Services Business Professional

Amazon Web Services

May 2019

Online

Corporate Grooming and Development for Future Corporate Leaders

Fulcrum Private Limited (HR Services)

Apr 2015

Karachi, Pakistan

Bachelor of Arts - Mass Communication

Curtin University

Selangor, Malaysia

TECHNICAL SKILLS

MS Office Suite | Zoom | Microsoft Teams | SEO | SEM | Outlook | SSO |