

**MUHAMMAD AMIN**

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Visa Status: Employment Dubai

**OBJECTIVE**

Seeking a very challenging and interesting work position where I can utilize my skills and capabilities in office Administration, Public Relation or in any suitable field of customer service.

**PROFILE SUMMARY**

A team player with a commitment to customer service through 8 years work experience in various administrative roles, who possess the ability to communicate confidently at all levels. With a reputation for delivering high quality and personal service to my work, I possess plenty of initiative and a great desire to contribute to the ongoing success of any office. Apart from being highly organized, I believe my strong background and experience in a customer focused environment makes me a great asset for your organization. Currently looking for an Office Administrator role where I can join a dedicated team and continue to grow professionally.

**WORK EXPERINCE**

**Office Administrator**

ALLAZEKANI DOCUMENT CLEARING – DUBAI June 2019 -Present

**Responsibilities:**

* Government transactions Dubai
* Medical typing for Visa application Dubai.
* Emirates ID Typing new, renew, replacement, new born baby, Local ID and GCC countries.
* Typing of (EDNRD/GDRFA) system online visa typing, like change status, cancelation, new visa, renew visa residence fully knowledge of (EDNRD/GDRFA) system.
* Typing of e-channels applications.
* Typing of MOL, Tah-seel work Ministry Labor of UAE.
* Administrative support to Human Resource Department.
* Issue NOC letters to employee for various purposes as required
* Salary Certificate typing.
* Ensure all visas, medical and labor permits are up to date and arrange timely renewal.
* Manage and safekeeping employee passport.
* Organize visas for holiday and business related travel for managers as required.
* Organizing travel by booking accommodations and reservations needs as required.

**Client Service Clerk**

ITQAN BUSINESMEN SERVICES TAHSEEL – DUBAI August 2016 to September 2018

**Responsibilities:**

* Medical typing,EID typing applications
* Immigration (EDNRD/GDRFA) system using for company online visa typing and processing.
* Noqodi account opening for online transactions applications.
* Clerical and administrative support to Human Resource Department.
* Answer inquiries about company

**Customer Service**

EMIRATES SECRETRIAL SERVICES- DUBAI October 2013 to August 2016

**Responsibilities:**

* Data Entry & Filing typing
* Emirate ID Typing (new, renew and replacement ID Card.
* DHA medical applications Typing
* Dubai Land Department Typing (Ejari Applications new, renew and cancel contract )
* E-vision/E-Form immigration typing of family visa and employee residence visa.
* Prepare visa Applications (work permit, husband sponsored visa, visit visa etc.)
* Send email and faxes.
* Perform bookkeeping, filing, and clerical duties
* Answer phones and operate a switchboard

**Customer Care Service**

U-FONE TELECOMM PAKISTAN June 2007 to June 2009

 **Responsibilities:**

* Deal directly with customers either by telephone, electronically or face to face.
* Handle and resolve customer complaints.
* Provide pricing and delivery information.
* Keep records of customer interactions and transactions.
* Maintain customer databases.
* Spreadsheets and presentations, combining various data from existing files.
* Scan and print files, as needed
* Create, edit, and update spreadsheet.
* Updating paperwork and maintaining documents
* Performing general administrative duties.
* Creating, maintaining, and entering information into databases.
* Follow up on customer interactions.

**SKILLS & COMPETENCE**

* Fast typing speed and proficiency with Microsoft Office suite
* Quick, proactive, self-disciplined, self organized, and have a good professional attitude.
* Strong Knowledge about Desktop Computers and laptop computers Hardware Issues.
* Well expert in the Internet Related problems.
* Proactive, energetic, outgoing, professional manner and appearance.
* Well experience in Computer Local Area networks.
* Best Knowledge of Computer Application Software's. Including Operation Systems.
* Good communication in English & interpersonal skills
* Time management skills
* Office management/organization skills
* Updating software.

**EDUCATION DETAILS:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Degree** | **University/College** | **Year** | **Grade** |
| B. Sc (Major Subject Economics, Computer & Psychology) | Islamia University, Bahawalpur | 2009-2011 | C |

**SHORT COURSES:**

|  |  |  |  |
| --- | --- | --- | --- |
| Computer Application  | Lahore Technical Board | 30-09-2009 | A+  |
| C++ Programming  |  Al Barkat College KPR | 30-05-2009 | A+ |
| Office Management Diploma | Post Graduate College KPR  | 15-03-2008 | A+ |

**ACHEVEMENTS CERTIFICATES**

* Dubai visa applications trainer certificate 2018
* Certificate of appreciation for the good conduct 2017
* Certificate of appreciation for the good conduct 2016

**INTERESTS AND HOBBIES**

Travelling, Internet Surfing, Watching Movies, Attending Social activities Seminars.

**PERSONAL INFORMATION**

Marital Status **:** Married

Nationality  **:** Pakistani

Date of birth **:** 01, Feb 1986

Languages **:** English, Urdu, Hindi, Punjabi, Basic Arabic

**REFERENCES**
Please feel free to contact the under mentioned in regard to my competence for the job at hand;

1. Ahmad Allazekani (Manager)
Allazekani Document Clearing Dubai
Contact: 0508877208

Email:allazekani@hotmail.com

2. Khaled Labib (Manager)

Itqan Businessmen Services Tahseel Dubai

Contact: 0555519796

Email: khaledlabib@itqanservices.ae

3. Abdullah Alosh (Supervisor)
Itqan Businessmen Services Tahseel Dubai

Contact: 0557289199

Email: abdullah.faleh@itqanservices.ae