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| **NADEEM ASHRAF**Abu Dhab Rawalpindi, Pakistan **CELL # 0331 5577067** E-Mail:- nadeemashraf999@yahoo.com |

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**Professional Profile**

More than **12** years of Work Experience distributes more than **07** years in UAE and **5** years in Pakistan. I have 02 years’ experience as a Admin Officer from Tech Group L.L.C Dubai and 02 years’ Experience Admin Officer at Welcome Home Real Estate Abu Dhabi, UAE and also 02 Years work experience NK Associates & Builders from Bahria Town Phase 07 Rawalpindi, Pakistan. I have 03 years’ experience as a Customer service executive from Ministry of Labor Abu Dhabi U.A.E. I have also 03 years’ experience Computer Operator and Document Controller from Waqar Enterprises Trading companies and Pothohar Man Power Recruiting Agency. I have 03 years Apprenticeship as admin officer at Civil Maintenance Department from Attock Refinery Ltd Morgah Rawalpindi and 02 years’ experience at HSE department from Attock Refinery Ltd. Rawalpindi, Pakistan.

**Professional Experience**

**Present Working as Clerk / Admin Officer at Directorate of Design & Consultancy DD&C Consultancy (GHQ) Company at Chaklala Heights Project Rawalpindi**

* I have responsibility to maintain office record of contractor’s and Plan Department also lab or inspection report.
* I am responsible to Preparation of draft letters according to contractor letters.
* Preparation of Draft Agreements according to the requirements of the client and senior management.
* I am doing to prepare of minute sheets of all employees.
* I have responsibility to do others works assign by senior management.
* Maintain of vehicle log books and incoming outgoing letters to the register/computer.
* Maintain attendance record of the all employee.
* Maintain all stationery or computer accessories equipment record
* I am correspondence with various offices on computer emails.

**Admin Officer/Marketing officer at NK Associates & Builders Pvt Ltd Bahria Town Phase 07 Rawalpindi October 2019 to March 2020.**

* Assist in monitoring active marketing programs and developing ways to improve those campaigns
* Submit ideas for experimental marketing programs designed to enhance and grow the company’s brand
* Work closely with the in-store collateral development team to create pieces to be put on retail sales floors
* Collaborate with brand ambassadors to create innovative ways to gain exposure for client products
* Be available as a resource for senior marketing professionals who need assistance with completing large projects.
* anage digital accounts, post and update content on social media sites, e-cards, newsletters, and website maintenance.
* Collect invoices and backups for show, run numbers, and submit to accounting, organize and submit for show settlement.
* Assist with marketing promotions, work festivals, troubleshoot at events, and maintain vendor relationships.
* Plan and manage Social Media (Facebook, Twitter, Instagram Ads).
* Lead all advertising and promotional campaigns for all the product/Services of NK Associates.
* I have ability to multitask and prioritize daily workload.
* I have ability to build rapport and collaborate with others within the company and externally.

**Admin Officer cum Front Desk Customer Service at Construction Material Manufacturing Tech Group L.L.C Dubai**

**January 2018 to September 2019.**

* Answer all incoming calls and transfer to correct department.
* Meet and greet visitors in a professional manner.
* Provide assistance to Admin department such as letter composition, filing, and scanning and photo copy.
* Schedule meeting and create correspondence.
* Manage email for the Tech Remix Company.
* Coordinates to shipping department.
* Receives LPO and forward to sales and shipping.
* Maintain filing systems for company documents such as trade license, tenancy contracts and est. cards.
* Check and sign for deliveries by post or couriers.
* Review and update the Tech Remix directory in regular basis.
* Positive attitude, passionate and proactive.
* Excellent written and verbal communication skills
* Good computer skills MS office (M.s Word, M.s Excel, M.s Power Point, Microsoft Outlook, Adobe Photoshop.
* Ability to work in a switchboard

**Sales Executive cum Administrator Officer at Welcome Home Real Estate L.L.C**

 **February 2015 - March 2017**

* Present properties and provided amenities in a positive light to prospective tenants
* Act as a landlord for property owners and help them navigate the property market
* Advertise available properties using a variety of media and promoting materials
* Determine the needs, living standards and economic viability of prospect customers
* Confirm rental application data and personal references
* Stay knowledgeable of the property market status
* Provide information on all aspects of properties (expansion, zoning, crime etc.)
* Negotiate leasing terms and conditions and close deals
* Ensure proper maintenance and inspect properties periodically

**Computer Operator at Waqar Enterprises Trading Company January 2014 - February 2015.**

Admin Officer are the key point of contact between an organization and its clients: answering queries, offering advice and introducing new products.
Their work includes: organizing sales visits, demonstrating and presenting products, establishing new business, maintaining accurate records, attending trade exhibitions, conferences and meetings, reviewing sales performance, negotiating contracts and packages, Aiming to achieve monthly or annual targets. Promotional prospects are excellent - progression can be into senior sales roles or into related employment areas such as marketing or management.

**Customer Service Representative at Ministry of Labor Abu Dhabi U.A.E (February 2010 - October 2013.**

Open and maintain customer accounts by recording account information
Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
Maintain financial accounts by processing customer adjustments
Recommend potential products or services to management by collecting customer information and analyzing customer needs. Prepare product or service reports by collecting and analyzing customer information. Contribute to team effort by accomplishing related results as needed.
Manage large amounts of incoming calls. Generate sales leads. Identify and assess customers’ needs to achieve satisfaction. Build sustainable relationships of trust through open and interactive communication. Provide accurate, valid and complete information by using the right methods/tools. Meet personal/team sales targets and call handling quotas. Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure
 resolution. Keep records of customer interactions, process customer accounts and file documents. Follow communication procedures, guidelines and policies. Go the extra mile to engage customers. Resolve customer complaints via phone, email, mail or social media. Use telephones to reach out to customers and verify account information.

**Computer Operator at Pothohar Manpower Recruiting Agency**

**March 2007 - December 2009**

Having 5+ years of experience in the same field
Able to read and understand the instructions and information presented in writing Ability to communicate ideas and information in speaking.
Able to understand the problem with program or computer. Understand the ideas and information presented through spoken words and sentences.
Excellent communication and writing skills.
Able to work independently and under pressure.
Able to do other duties as assigned.

Responsible for operating all computer and auxiliary equipment.

Responsible for installing, replacing, and adjusting the belts, ribbons, filters and other objects to maintain equipment. Operation of computer and auxiliary equipment is observed.

Responsible for preparation of equipment for operation.

Responsible for operating system console under the instruction of a lead.computer. Responsible for unloading and separating output of printer in preparation for distribution. Try continuously for improving operations, streamlining work processes, decreasing turnaround times and provide quality flawless customer service. Responsible for other duties as assigned.

**Worked at HSE Staff from Attock Refinery Ltd Morgah Rawalpindi.**

**May 2005 - February 2007**

 Develop detailed territory plans
  Ensure appropriate and timely delivery of service and products
  Follow up on service and / or product once the delivery has been made
  Research market trends and products
  Arrange meetings with potential clients
  Challenge objections in order to get the customer to buy a product
  Liaise with suppliers to ensure appropriate product delivery
  Check quantity and quality of products prior to delivery

 Record sales information and maintain customers’ records
  Make rapid calculations of costs in order to provide temporary quotations
  Prepare sales reports by analyzing and summarizing information
  Review self-sales performance with a view to improve it
  Overall administration of Office and implement administrative affairs effectively in the company.

**Education**

Matriculation (Science) at Government Elliott High School Rawalpindi.

Diploma Information Technology at Comrade Institute of Technology Rawalpindi.

B.A. (Arts) at Government Gordon College Rawalpindi, Pakistan

Apprenticeship (03) years as administrator at Civil Maintenance Department from Attock Refinery Ltd. Morgah Rawalpindi, Pakistan.

**Computer Skills**

* Microsoft Word, Microsoft Excel, Power point
* ★★★★☆ - Experienced
* Operating systems- Windows 9x, Windows 2000, Windows XP, MS Dos
* ★★★★☆ - Experienced

**Courses**

Computer Software at Sahara Foundation Institute of Pakistan.

Computer Software (MS Office (Word, Excel, Power Point, Adobe photoshop) from Comrade institute Rawalpindi, Pakistan.

Apprenticeship (03) years at Attock Refinery Ltd. Morgah Rawalpindi, Pakistan (2001-2003).

**Personal Information**

Name : **NADEEM ASHRAF.**

Present Address : Rawalpindi, Pakistan

Contact : 0331 5577067 (Mobile)

Nationality : Pakistan

Gender : Male

Marital Status : Married

Religion : Muslim

Languages Known : English, Arabic, Urdu, Hindi and Punjabi

Fluency in Language : English, Arabic Urdu,Hindi, Punjabi

References : Will be provided upon request.

**Declaration**

I do here by declare that the above stated information is true to the best of my knowledge and belief.

**NADEEM ASHRAF.**