



FAISAL NAWAZ

ADMINISTRATION, FRONT DESK
CUSTOMER SERVICES

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Al Bada'a, Dubai - UAE

PROFESSIONAL SUMMARY

Results-driven Administrator and Customer Service professional with a proven track record in streamlining operations, enhancing customer satisfaction, and managing complex administrative functions. Skilled in coordinating diverse tasks, supporting organizational goals, and delivering high-quality service experiences. Known for effective communication, problem-solving abilities, and dedication to ensuring customer satisfaction and efficient office management. Adept at utilizing various software tools, maintaining accurate records, and supporting team dynamics in fast-paced environments. Committed to contributing positively to both customer relations and administrative excellence.

PROFESSIONAL EXPERTISE

- Office and Operations Management
- Records and Documentation
- Communication and Correspondence
- Technical Skills
- Problem Solving and Adaptability
- Team Collaboration and Leadership
- Customer Relationship Management
- Effective Communication
- Active Listening
- Issue Resolution and Conflict Mgt.
- Product and Service Knowledge
- Multitasking and Time Management

PROFESSIONAL EXPERIENCE

Administration Officer | 2022 – 2024

First Trade Hub General Trading, Dubai - UAE

- Oversee daily office operations to ensure a smooth, efficient workplace environment.
- Manage office supplies inventory and coordinate with vendors for timely procurement and delivery.
- Organize and maintain filing systems, both digital and physical, to ensure secure, easy access to necessary documents and records.
- Ensure accurate record-keeping and documentation of office transactions, invoices, and business correspondence.
- Maintain data privacy and confidentiality, ensuring secure handling of sensitive information according to company policies and compliance standards.
- Draft and proofread documents, reports, and presentations for internal and external communication.

Immigration Consultant | 2020 – 2021

Smart Step Immigration, Qatar

- Conduct consultations with clients to understand their immigration goals, assess their eligibility, and provide guidance on suitable visa options.
- Offer personalized advice on immigration pathways based on client profiles, including employment, family, study, and investment visas.
- Assist clients in preparing, organizing, and completing necessary documents and application forms, ensuring accuracy and compliance with immigration requirements.
- Submit applications to relevant immigration authorities, monitoring progress and providing updates to clients throughout the process.
- Assist clients in understanding visa conditions, timelines, and any obligations post-approval.
- Build and maintain strong relationships with clients, providing empathetic support and clear communication throughout the immigration journey.
- Respond promptly to client inquiries, explaining complex immigration procedures in an understandable and reassuring manner.

Client Service Representative | 2017 – 2019

HSBC, Dubai - UAE

- Deliver qualitative services to customers.
- Promote bank products and services.
- Build customer relationships.
- Maintain and manage existing accounts and Capture new accounts.
- Respond to customer inquiries and resolve.
- Maintain customer database and update periodically.
- Assist customers in depositing and withdrawing cash.
- Refer complex issues to the management.

Executive Officer | 2010 – 2016

Punjab Education Foundation, Lahore - Pakistan

- To maintain all the records of partner schools, application processing, agreement signing, monitoring reports, preparation of payment record etc.
- Data entry of all school record with full description.
- Provide administrative support to Addition Director and staff.
- Carry out administrative duties like filing, typing, copying, scanning of documents.
- Exhibits professional and polite communication via calls, emails and mails.
- Preparation schools' monthly payments and assists Finance Section to the extent of monthly payment checking.
- To prepare position holders' data in PEC/Board exams of partner schools, data for teacher's honorarium/top schools.
- To assist to organizing District Coordination Meetings as per the SOPs.

Site Administrator | 2007 – 2009

Dubai Contracting Company, Dubai - UAE

- Answer phone calls and redirect them when necessary
Manage the daily/weekly/monthly agenda and arrange new meetings and appointments
- File and update contact information of employees, customers, suppliers and external partners
- Organize office and assist associates in ways that optimize procedures
- Sort and distribute communications in a timely manner
- Create and update records ensuring accuracy and validity of information
- Data entry of all transactions received with full description.
- Carry out administrative duties like filing, typing, copying, scanning of documents.
- Arranging transportation for labours, preparing labour leave list.



ACADEMIC EXPERIENCE

- **Higher Secondary School | 1996 – 1998**
Govt. Islamia College, Lahore - Pakistan
- **Hotel Management Diploma | 2004 – 2005**
TDCP, Lahore - Pakistan
- **Diploma in Computer Applications | 1998 – 1999**
Royal Falcon Computer College, Lahore - Pakistan



AWARDS/RECOGNITIONS/VOLUNTEER WORK

- Recognition of Participation in Pre-QAT (FAS-Phase VII).
- Letter of Acknowledgement by Punjab Education Foundation.
- Certificate in Recognition of Meritorious Services.