Ayoub Mohammed Ahmad Mohammed Al Sharief

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GOVERNMENT RELATIONS | ADMINISTRATION | OPERATIONS MANAGEMENT | FACILITY MANAGEMENT | DOCUMENTATION

Credit Control Collections | Security Management | Municipality | Police | Air force | Catering | Ministry of Economics | Antidumping Activities | New Business Initiatives

EXECUTIVE SUMMARY

- Nearing 20 years of explicit experience in providing inspired leadership for the operation of organization`s line of business involving overseeing and developing short and long term strategic goals pertaining to the planning, development, design and operational processes for a variety of departments. **Completed Bachelor of Business Administration (majors in Management), Ajman University of Science and Technology – 2009.**
- Ensured that company keeps abreast of developments from a regulatory, corporate legal matters and compliance perspective on a local and International level. Developed excellent relationships with the Senior Govt. officials in various Ministries including Ministry of Labor / Immigration/ Economic / Health Depts.
- Special skills includes developing processes to track performance, enhancing operational /administrative effectiveness, meeting operational goals with cost, timelines as well as quality parameters. Possesses a strong sense of entrepreneurial leadership with high ability in preparing well-designed visual aids and giving presentations.
- Successful in managing the communication with all Governmental Offices, Chamber of Commerce, and Police Departments as required. Obtained, Maintained and renewed arrangements with immigration, passport authorities and foreign embassies to ensure the smooth movement of employees / visitors.
- Stellar success in ensuring that operations run smoothly within departments such as information & data processing, mail, material scheduling and distribution, printing and reproduction, records management, telecommunications departments, security, recycling, wellness and transportation services.
- Acted as a liaison between employer and employee, overseeing employee relations, involving receiving and effectively handling employee complaints, updating employees with any changes in company policy, responding to employee violations of policy and resolve conflict in the workplace.
- Diligently ensured that global and regional policies and procedures are effectively implemented within the local environment including all the branches and continue review of internal controls, procedures in order to make necessary improvements.
- An expert in maintaining the corporate credit policy and recommend changes in credit policy to senior management. Successfully created a credit-scoring model and managed customer credit files.
- A strong believer in creating a team environment where better communication is facilitated, employees are motivated,
- creativity is promoted, built better relationships and ultimately more productivity.
- Administrative support professional, adept at working in fast-paced environments demanding strong organizational and versatile office management skills, combined with proficiency in Microsoft Office programs and interpersonal skills.
- Committed to exceptional customer service and driven by challenges, ability to independently plan and manage diverse customer relationships. Accustomed to high-pressured positions, demonstrated ability to set priorities, delivers qualitative output, prioritize multiple tasks and meet deadlines.

PROVEN AREAS OF EXPERTISE INCLUDES

- New Employee Coaching
- Employee Recruitment Procedures
- Strategic Decision Making
- Streamlining Processes
- Project Co-ordination & Management
- Contract Negotiations
- Advocates Team Concept.
- Budgeting & Operational Cost
- Margin Control & Forecasting
- Sales Support Functions
- Vendor / Resource Management
- Policies & Procedures
- Manpower Handling
- Payroll Management
- Management Acumen
- Prioritize Multiple Tasks
- Handling Confidentiality
- Anti-Dumping Activities
- Compensation / Bonuses
- Time Management
- Leadership Abilities

PROFESSIONAL NARRATIVE

Company: Caracal international company in EDIC (Emirates Defence Industry Company) – 2015 onwards
Designation: General Services Manager - industrial & production section

Company overview: www.caracal.ae; www.edic.ae Founded in Abu Dhabi, United Arab Emirates (UAE) in 2007, under EDIC (emirates defense industry company, Caracal International company is the region's leading manufacturer of firearms, sniper rifles and other light weapons, which caters to international civilian, military, law enforcement and sporting markets.

Reporting Line: Head HR & Admin, CEO Office, Head of General Service Department of EDIC.

Selected Accomplishments:

- Implemented & interpreted approved visa policies to ensure a uniform approach is maintained throughout company.
- Reviewed and made recommendations to HR Department on changes/amendments needed in Visa Policy and ensured best practices are maintained.
- Key person to review the quotations & the agreements of the suppliers & make the contract with suppliers with the supervisions of the projects jobs for example (building contracting, building maintenance facility, catering, hospitality, provide good services & facilities for the VIP guests). Negotiated the "Best Rate" with suppliers.
- Effectively provided comprehensive local affaires support to staff and departments with issues related to migration, medical, passports, police, court and consulates requirements.
- Applauded for providing comprehensive assistance in urgent / emergency matters related to death of staff or dependent (passport withdrawal) which entails coordinating with the government bodies (police, courts, hospitals etc.) ensuring that all formalities are complete with the minimum amount of inconvenience to the family members.
- Avoided disruption of services by fostering excellent relationships with key personnel in Government departments and update HR team on changes in policies / procedures adopted by local bodies and ensure proactive measures are taken by company.

Key Responsibilities:

Strategy & Planning:

- Maintain close relationships with the required governmental bodies to ensure up to date knowledge of changes in policies or procedures and their affect to entity employees or operations.
- Oversee the execution of administrative activities and procurement related to general office management, reception, catering, security, maintenance etc.
- Oversee the execution of the management of the physical facilities, equipment and ensure that appropriate arrangements are in place for them to be properly maintained and serviced.

Operations Management:

- Be the focal point of contact for any faults/damages/breakdowns within the facility, and communicate the same to the Facilities Management service provider and monitor the rectification accordingly.
- Ensure that the approved office policies, practices and procedures are understood and followed by entity employees.
- Ensure that the entity employees obtain all the required documents as set out by entity guidelines as well as local laws and regulation.
- Respond and resolve employee queries on general service, administrative and procurement related matters.

HR Administration:

- Prepare letters like offer, employment contracts, probation follow-up with department heads & issue confirmation, etc, implement and administer performance management process as per the policy and timelines.
- Prepare and submit all relevant HR letters/ bank letters, visa letters, documents/ certificates as per the requirement of employees in consultation with the management.
- Orient new employees by providing orientation information packets; reviewing company policies; gathering withholding and other payroll information; explaining and obtaining signatures for benefit programs.
- Plan & organize all kinds for visas (residence, employment, visit, transit etc.) for the staff & dependents within company through the relevant embassies & consulates ensuring timely availability of all documents. Responsible for all obtaining visas for all caracal suppliers, customers & their family members.
- Organize the provision of all kinds of related service i.e health cards, medical tests etc. for stuff ensuring that these tasks are completed within the stipulated time frame.
- Organize visa cancellation formalities & repatriation tickets for resigned, retired, terminated staff & their dependents ensuring that all immigration requirements are fulfilled prior to departure.
- Organize the issuance of various kinds of cards (identity cards, First Aid, retirement ID card etc.) to permanent, contract & retired staff.
- Monitor & approve company certificates/ letters (salary & service) in English & Arabic for the staff based on requests received ensuring the same is issued within the stipulated time frame.
- Control and monitor the travel services for new joining employees and business travels with concerned department.
- Control and monitor employees accommodation with in work site and outside as per the request.

Asset Management

- Lead the development and implementation of asset management strategies supported by high quality asset management policies, systems and practices to achieve optimal return on investment and effective deployment of the company`s property, infrastructure and/or equipment portfolio.
- Provide strategic advice to the senior managers to support the implementation of and adherence to effective asset management principles across the organization.
- Develop financial models, perform financial analyses and asset management analyses, and recommend appropriate strategies and capital requirements for major freehold and leasehold assets.

Company: Lootah Group of Companies – Industrial & Construction – August 2014 – 2015
Designation: Administrative Manager - Dubai

Selected Accomplishments:

- Strategically examined energy consumption patterns, technology usage, and personal property needs.
- Key person to plan long and short-term maintenance needs, modernize and update equipment.
- Key person to handle the acquisition, distribution, and storage of equipment and supplies & preside over disposal of unclaimed property.
- Planned and designed grounds maintenance & developed energy efficiency procedures.
- Success in personally investigating the largest customer credit applications and visit the largest customers to establish relations.
- Selected to participate in the development of Federal / State priority recommendations and documentation, legislative request support materials, economic impact / development information and other materials in support of University`s Government relation activities.
- Successfully maintained a safe and secure environment for customers and employees by establishing and enforcing security policies and procedures and supervise the security guard force.
- Key person to follow the business of companies with Government Departments – Economic, Labor, Immigration, Commercial & Industrial and to co-ordinate with Ministries in the country and foreign countries.

Key Responsibilities:

Administration:

- Develop strategies in administrative manager functions to effectively run an organization and supervise and manage administrative operations of a department.
- Manage and direct the activities of the staff in an administrative set-up.
- Assist and support financial department in preparation of budget and other reports and statements.
- Develop logistics in organizing records, files and statements in an effective manner.
- Ensure contracts, insurance requirements and governmental regulations and safety standards are followed properly.

- Supervise a building's operations and maintenance, real estate, project planning and management, communication, finance, facility function, technology integration, and environmental factors.

Credit Operations/Credit Control Management:

- Maintained the corporate credit policy & recommended changes in the credit policy to senior management.
- Monitor the credit granting and updating process & Accept or reject the staff's credit recommendations.
- Personally investigate the largest customer credit applications & visit the largest customers to establish relations.
- Monitor periodic credit reviews, deductions being taken by customers.
- Manage the application of late fees & the corporate financing program.
- Interact with customers to obtain additional credit information to support credit lines.
- Monitor receivables and collections with providing updates of receivables and provide appropriate reporting procedures.
- Negotiate payment programs with delinquent customers.
- Identify accounts requiring collection agency or legal action and coordinate collections with third party contractors.
- Generate legal documents used in the credit function.
- Responsible for follow – up and collect the old/current balance amount from clients and contracts.
- Handle the meeting with clients and contracts to collect the current & old balances.

Governmental Relations:

- Direct the coordination and oversight of the Federal and/or State priorities development and implementation processes that focus on research and economic development.
- Design, establish and maintain an organizational structure and staffing to accomplish in an effective manner the goals and objectives for government relations support function; monitor and evaluate program effectiveness and effect changes required for improvement.
- Responsible to implement and direct federal government affairs program & Coordinate state government affairs program.
- Organize, track and administer state/federal activities & Develop/maintain the Government Affairs Division budget.
- Develop and maintain effective relationships with all government officials.
- Coordinate with various departments and colleagues and provide inputs to various local and state officials.
- Prepare various government strategies on assign region and maintain good relations with various city officials.
- Provide operational support to all legislative processes and ensure compliance to public policies and objectives.
- Participate and plan various community programs and assist to implement all strategies effective according to company business.

Security Operations:

- Create and implement safety and security policies and programs within a company; create safety manuals and training materials to ensure that employees are knowledgeable about the policies and ensure that all security personnel are trained in these policies.
- Responsible for ensuring that all employees are trained in how to respond in emergency and crisis situations.
- Minimize or eliminate safety and security mishaps by assessing risks and developing programs and plans to address these issues.
- Responsible for monitoring the security operations for any organization or company & implement security policies, regulations, rules, and norms and make sure that the environment in their organization is safe for employers and visitors.

Company: Dubai Ministry of Economic Industrial Section– December 2012 – August 2014
Designation: Management Economic Researcher – Dubai [www.economic.ae]

Company Profile: The Ministry of Economy is committed to providing effective channels for its customers to enhance transparency and raise the level of services. We aim to provide a comprehensive overview of the strategies, plans and polices that are being implemented to drive the growth of our economy. To achieve this, the Ministry has launched a new website powered by the latest technologies and advanced communication tools. We are confident that the new website will further promote dialogue and interaction between and amongst all our stakeholders.

Selected Accomplishments:

- Implemented anti-dumping market duties and preventive measures against adhoc support and prevention measures against increase in temporary imports and eventually in coordination with departments and relevant authorities.
- Monitored the impact of dumped or subsidized imports on economic and financial indicators for National factories.
- Skillfully provided technical support for National Factories in two investigations of antidumping market, support and prevention in determining the quality of damage to complainant.

- Key person to calculate the price of damage to National factories and introduce antidumping market complaints with support and prevention.

Key Responsibilities:

- Prepare the report on physical damage in anti-dumping market investigations, support and serious harm in prevention, investigation, Dubai land departments.
- Monitor the impact of dumped or subsidized imports on economic and financial indicators for national factories.
- Remember all the data and documents related to anti-dumping market complaints and customized support and a large increase in imports.
- Study all the elements related to the damage in anti-dumping market investigations and customized support and a large increase in import.
- Achieve correctness of evidence with respect to damage and the adequacy of complaints filed by National Factories regarding Anti-dumping market and customized support and a large increase in imports.
- Make payments in cases filed against National Factories in the areas of dumping, support and prevention on the findings of the market.
- Investigative organs regarding foreign element of serious physical harm or threat.
- Gather all the information and data relating to National Factories and study, analyze and submit reports thereof.
- Prepare statistical reports on the follow-up increase in imports of the products concerned anti-dumping market investigations, support and Prevention.
- Preparation of statistical reports on the follow-up product exports imposed anti-dumping market duties or countervailing measures against cheating.

Company: Neo Sterling Real Estate Brokerage LLC Dubai; February 2012 – January 2014
Designation: Government Relation Manager; part time job Mail: www.neosterling.com

Company Profile: NEO Sterling Real Estate is one of the leading real estate agents in the UAE. The company deals with all aspects of real estate services for both individual and corporate clients, including property and land sales, property investment, residential rentals and commercial leasing, and comprehensive property management services. Established in 1998 until 2014. 50-70 employees. "Operation on hold"

Selected Accomplishments:

- Attracted the "Best UAE National Talent" work with colleagues in UAE.
- Instrumental in establishing UAE Organization an "Employer of Choice: for Emirates Nationals and promoted in Emirate Community.
- Success in developing strategies to enhance cultural awareness within the company and assist the non-UAE team members to understand and respect UAE traditions and work culture and help Emirate Nationals integrate better in work culture.
- Success in managing relationship with external stakeholder such as Ministry of Labor, Ministry of Economic and liaise with Insurance Regulator Local Universities and other organizations related to Emiratisation.

Key Responsibilities:

- Develop, monitor and implement divisional policies and procedures related to government relations function.
- Keep an update on government regulations and statutory requirements and determine their impact on the company.
- Liaise with the Ministries and other government entities to resolve issues related to obtaining Emiratization Certificates, Company registration certificates, registration with the Chamber of Commerce, etc.
- Promote and build strong positive relationships and reputation with high public officials and their staff.
- Manage and oversee processes relating to Governmental issues concerning employees (i.e. issuance of business visas, visit visas, exit-re-entry visas, and renewals of work permits.

Company: UAE Air Force and Air Defense; November 2000 – January 2012
Designation: Administrative Sergeant

Company Profile: The United Arab Emirates Air Force (UAEAF) is the air force of the United Arab Emirates (UAE). Its predecessor was established in 1968, when the Emirates were still under British rule. Since then, it has undergone a continual reorganization and expansion in terms of both capability and numbers of aircraft. Currently, the UAE AF has around 4,000 personnel and operates approximately 368 fixed and rotary wing aircraft.

Selected Accomplishments:

- Success in repairing & maintaining all weaponry for Aircraft.
- Diligently monitored all aircraft supplies for storage of both incoming and outgoing.
- Effectively coached, facilitated and handled escalated un-resolved issues.
- Key person to define and contact centre system issues and co-ordinate with concerned business units to resolve them.
- Selected to handle completely the line manager responsibilities in absence and ensure division functionality by meeting the KPI`s assigned to each team.

Started career as Administrative Dubai Police College in Training Section – August 1999 – August 2000

SELF EMPLOYMENT DETAILS

- Businessmen service office in Dubai.
- Real Estate office in Dubai (Real Estate investment, Management & Commercial broker).
- Participated in designing the scanning programs to ensure the coordination land department database system.
- Participated in the strategic planning to create security use of data storage.
- Collected treatment form customers.
- Attended to the customers' enquiries and escalated their complaints to the Respective team.
- Coordinated with the other business units for the complicated treatment cases.

EDUCATIONAL DETAILS

Ajman University of Science and Technology, April 2009 - [Bachelor of business administration (Major is Management)]

Main Courses : introduction of management, E-Commerce, Principles of Marketing, international business, human resource management , production & operation management , quantitative method, management of small business, Principles of Accounting, Microeconomics, macroeconomics, Business Communication, Statistics In Business, business law, management information business, intermediate accounting, fundamental of finance, advertising & promotion ,money & financial System, financial planning & control , managerial accounting , organizational theory & design , etc.

Graduation Project:

Human resources management in Dubai Holding Real Estate Company

Certificates

- Intensive English language programme – Dubai university college - (Feb 2002 – Jun 2002).
- Comprehensive computer course – computer centre - (Oct 2001- Dec 2001).
- Advanced internet course - computer centre – (Jan 2002 – Feb 2002).
- A+ technical computer certification - computer centre - (Jan 2003 – mar 2003).
- Police officer course from Dubai Police College - (Aug 1999 – Aug 2000).
- Military course from U.A.E army – (Jan 2001 – Jun 2001).
- Military course from U.A.E air force – (Jan 2002- Apr 2002).
- General warehouse course from U.A.E army – (Sep 2002 – Oct 2002).
- Focus on results course from international institute for planning & administrative development from ministry of economy – (Mar 2013).
- Workshop to explain the performance management system from ministry of economy - (JUNE 2013)
- Communication skills and effective communication from knowledge ground administrative training services centre (Nov 2013).
- Security manager training course from Dubai police academy (March 2014)

IT Proficiency

Microsoft Office Suite, Macromedia Flash, (A+) Technical, C.I.W. Technical,

OTHER ACTIVITIES

- Represent the company by giving presentation to universities to attract UAE NATIONAL.
- Follow the latest news or laws for the government and advertise for the company.

PERSONAL INFORMATION

- Date of birth: 25th March 1981
- Nationality: UAE
- Languages: Arabic, Hindi and English
- Passport No.: LNOC50888 Valid till 20th October 2018

REFERENCES

- Mohammed rafeek
  CEO office manager.

  Caracal international company as subsidiary of EDIC (Emirates defence industry company)

  UAE,Abu Dhabi

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- Mohammed javed
  Head of administration department.

  Lootah group companies.

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- Omran Aljasmi
  Head of government relation.

  Neo Sterling real Estate.

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- Kareem AL Tomy
  Legal experience affair (industrial affair section + Anti-Dumping market department)
  Ministry of economy

  UAE, Dubai

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- Ali naqby
  Rank first agent (general ware house section)

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Any more References or proven letters Available on Request