

# MOHAMED UWAIS IMAAZ MALIK

ADMINISTRATION / OPERATIONS EXECUTIVE



No 1005, Salma Tower,  
Alnahda 2,, Dubai, UAE



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imazm1528@gmail.com



## LANGUAGES

Tamil

English

Tamil

Sinhala

Malay

## LINKS

Linked In:

<http://www.linkedin.com/in/imaz-malik-95a500180>

## PERSONAL DETAILS

Date of birth: 04/12/1998

Nationality: Srilanka

Visa status: Visit

Marital status: Single

Results-driven Admin and Operations Executive with over 4 years of proven experience, including a successful tenure with two distinguished UK law firms, exceeding 2 years. Adept at managing day-to-day operations, optimizing workflows, and ensuring seamless administrative processes. Known for a meticulous approach, strong organizational skills, and effective communication. Eager to bring my track record of success and expertise to a new challenge, contributing to the efficiency and growth of a dynamic team or organization.

## WORK EXPERIENCE

### VFS GLOBAL SERVICES

May 2019 - Jun 2020  
Colombo

#### OPERATIONS & ADMIN EXECUTIVE

- Commenced and concluded daily operations as an Administration Executive, responsible for outgoing calls, client updates, and appointment assistance.
- Successfully promoted value-added services through counter and phone interactions, meeting and exceeding monthly targets consistently.
- Managed short- and long-term visa processes, ensuring compliance and optimizing client satisfaction.
- Oversaw the daily accounts reports, maintained cash flows, and ensured efficient administration and logistics of passport delivery.
- Demonstrated proficiency in Microsoft Office packages for various administrative tasks.
- Handled customer inquiries with precision and professionalism, both over the counter and via emails and phone calls.
- Accurate input and update data in various systems, maintaining high standards of accuracy.
- Greeted and assisted clients in person and over the phone, contributing to a positive client experience.

### Daraz.lk

Aug 2020 - May 2021  
Colombo

#### JUNIOR LOGISTICS EXECUTIVE

- Implemented best practices for loading and unloading operations, resulting in increased efficiency.
- Executed precise receiving, picking, packing, and labeling of items, ensuring accuracy in inventory control.
- Conducted regular cycle counts to maintain inventory accuracy and prevent discrepancies.
- Recorded and initiated shipments, entering data into the logistics system for further processing.
- Demonstrated adaptability by efficiently handling ad hoc duties as assigned by management.
- Maintained a high level of attention to detail in all aspects of warehouse operations.
- Collaborated with cross-functional teams to optimize overall warehouse performance.

### Tellida (PVT) Ltd

Sep 2021 - Oct 2023

#### LEGAL PROCESS ASSOCIATE

- Led the client onboarding process, ensuring a smooth transition for new clients.
- Prepared comprehensive client care packs and promptly addressed client queries.
- Drafted and dispatched initial letters, maintaining a high standard of professionalism.
- Expertly prepared draft contract packs and conducted thorough searches, providing insightful search reports.
- Managed enquiries from clients and solicitors on both sides, ensuring timely and accurate responses.
- Interacted with managing agents to facilitate efficient communication throughout the legal process.
- Proactively chased progress via emails and calls, contributing to the smooth movement of matters.
- Coordinated with lenders on exchanges, completions, and post-completions, ensuring compliance.
- Handled diverse inbound and outbound calls, including client queries, banking calls, verification calls, and customer service calls.
- Scheduled appointments for clients with solicitors and coordinated internal meetings for the legal team.
- Efficiently managing petty cash and providing day-to-day administrative support to the company.

## EDUCATION

International  
Management  
Campus Srilanka,  
Awarding Body - IIC  
University of  
Technology Phnom  
penh )

2023  
Colombo

#### BACHELOR OF BUSINESS ADMINISTRATION

Modules covered,  
Business economics, Management theory and  
practice, Operations and quality management, Data  
analysis for decision making, Leading change, strategic  
management.

### Zahira College

Colombo  
2017  
Colombo

#### G.C.E ADVANCED LEVELS

Commerce Stream

## SKILLS

Critical Thinking



Negotiation



Microsoft Outlook



Conveyancing



Microsoft Word



Microsoft Office



Microsoft Excel



Onboarding



Effective communication ( English -  
Written & Verbal )



Dispute Resolution



## EXTRA-CURRICULAR ACTIVITIES

Jan 2016 - Dec 2017

#### MEMBER OF THE AIBA BOXING ASSOCIATION

## REFERENCE

### ZAINAB KHAIRIYA - SALES CORDINATOR

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