



ADNAN HAFEEZ

FRONT DESK/ FLOOR MANAGER

EDUCATION

Master
Political Science / 2019
Bachelor of Arts
Pakistan / 2014

LANGUAGES

ENGLISH



URDU



ARABIC



SKILLS

Communications



Microsoft Office



Computer Applications



Customer Services



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 Dubai, United Arab
Emirates

ABOUT ME

Highly organized and detail-oriented Office Administrator with 10+ years of experience in administrative support and customer service. Proven ability to handle multiple tasks efficiently and effectively, while maintaining excellent communication and interpersonal skills.

WORK EXPERIENCE

Administrative Officer

Aspire Group of College / Pakistan / Jan 2019- 2022

Responsibilities

Prepare regular reports on expenses and office budgets. Organize a filing system for important and confidential company documents. Answer queries by employees and clients. Maintain a company calendar and schedule appointments. Distribute and store correspondence (e.g. letters, emails and packages).

Sales Coordinator

Zahoor Trading Company/ Pakistan / Jan 2014 - 2019

Responsibilities

Streamlined sales operations by effectively coordinator team schedules, Maintaining critical documentaton, and facilitate in communication. Guaranteed the availability and readiness of sales-related equipment and materials. Addressed customer complaints with prompt AIR-sales support and resolution. Managed order processing with a focus on accuracy and efficiency. Aided in the creaton and execution of pronominal materials and events, ensuring Compliance with legal and company standards.

Customer Services – Educator

Dubai Aquarium & Underwater Zoo (Emaar UAE) / Dubai
/ Apr 2023 - Present

Responsibilities

Elevated visitor engagement through dynamic presentation delivery at the Dubai Aquarium & Underwater Zoo. Ensured visitor safety and enriched learning by meticulously overseeing tour Operations. Maintained optimal group experience by strictly enforcing adherence to facility rules and regulation. Deepened visitor understanding of marine life by impart expert knowledge on diverse species. Personalized guest interactions, tailoring experiences to individual interests while encouraging environmental stewardship. Advocated for conservation education, raising awareness about the importance of Coral reefs, rainforest's, and natural habitats.