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Al Qusais, Dubai UAE

SKILLS

- Office Administration & Management
- Customer Service Excellence
- Time Management & Multitasking
- Team Leadership & Supervision
- Process Improvement & Problem-Solving
- Vendor & Facility Management

LANGUAGES

- English
- Urdu
- Basic Arabic

Amir Ikram

PROFESSIONAL SUMMARY

Results-driven professional with 9 years of experience in administration, customer service, and operations management. Adept at team leadership, workflow optimization, and process improvement to enhance productivity and efficiency. Proven expertise in office management, vendor coordination, and customer relations. Strong problem-solving abilities with a track record of optimizing processes in dynamic business environments.

EXPERIENCE

Office Manager Aug 2021 - Dec 2024

Catch Communications LLC

- Managed daily office operations, ensuring seamless workflow and team productivity.
- Supervised administrative teams, overseeing recruitment, onboarding, and training.
- Handled vendor management, procurement, and office supply coordination.
- Developed and enforced Standard Operating Procedures (SOPs) to improve efficiency.
- Managed financial records, including invoicing, payroll, and expense tracking.
- Organized corporate events, ensuring smooth logistics and coordination.

Floor Supervisor Jan 2018 - July 2021

myOffice Business Centre LLC

- Supervised daily operations, ensuring high-quality service to clients and tenants.
- Led a customer service team, providing mentorship and performance management.
- Acted as the primary point of contact for tenant inquiries and issue resolution.
- Coordinated facility management, office layouts, and space planning.
- Ensured inventory management and timely restocking of supplies.
- Prepared detailed operational reports for management review.

myOffice Business Centre LLC

- Provided comprehensive administrative support, including call handling and correspondence.
- Managed office equipment, scheduling maintenance and troubleshooting issues.
- Handled mail, packages, and shipping logistics efficiently.
- Maintained inventory records and ordered office supplies as needed.
- Coordinated staff travel arrangements, including flight and accommodation bookings.

EDUCATION

Higher Secondary School Certificate - Commerce

Pakistan Education Academy – Dubai, UAE

Bachelor of Business Administration - Operations management

London American City College – Dubai, UAE

PERSONAL INFORMATION

- Nationality – Pakistani
- Date of Birth - 29th September 1991