

# **Muhammad Junaid**

Experienced Administrative Professional with Expertise in Efficient Operations and Strategic Support.

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**Q** Dubai, United Arab Emirates

→ UAE DL (Light Vehicle - Automatic) 01/07/2026

in Profile

■ Blogs and Articles

# **PROFILE**

Diligent and versatile professional with 12 years of comprehensive management experience, with strong customer service skills and work experience in accounts and finance. Proven track record of streamlining operations, increasing customer satisfaction and ensuring financial accuracy. Adept at managing diverse tasks, accurately balancing priorities, and fostering collaborative relationships among cross-functional teams. Strive to leverage this multifaceted background to enhance performance, provide exceptional support, and contribute to organizational success.

# PROFESSIONAL EXPERIENCE

#### **PNC Solutions** 🗷

Associate Admin Manager

11/2022 - present Karachi, Pakistan

- Overseeing daily administrative tasks, including but not limited to coordinating office activities, managing office supplies and equipment, and maintaining records management systems.
- Developing and implementing office policies and procedures, and ensuring they are followed consistently.
- · Coordinating with various departments to ensure smooth workflow and communication.
- Assisting senior management with special projects and tasks as required.
- Recruiting, training, and supervising administrative staff.
- Maintaining and updating employee records, including attendance and performance records.
- Preparing and managing budgets, financial reports, and expense reports.
- Handling confidential and sensitive information with discretion and professionalism.

#### Jubilee Life Insurance Co. Ltd 🛮

Administrator

09/2021 - 11/2022 Karachi, Pakistan

- Provided excellent administrative support to the Bancassurance team as well as other team members.
- Handled branch-related matters such as maintenance, petty cash, and supplies.
- Supervised the work and performance of the support staff.
- Enabled effective office operations through the timely completion of essential tasks.
- · Cultivated and strengthened customer relationships through exceptional service and proactive follow-up.

#### Islamic Arab Insurance Co. Salama 🛮

Officer Administration

- Coordinated executive off-sites and other events for up to 250 employees.
- Provided constant and reliable administrative support to 4 office team members.
- Reached out to and made deals with new office supplies providers, resulting in a 10% reduction in annual supply costs.
- Supported the timely and accurate completion of administrative tasks.

07/2016 - 07/2020 Dubai, **United Arab Emirates** 

#### Islamic Arab Insurance Co. Salama

**Purchase Officer** 

11/2014 – 06/2016 Dubai, United Arab Emirates

• Managed the purchase order process, from initial request to final delivery and payment.

- Maintained positive relationships with suppliers and managed supplier performance.
- Identified opportunities for cost savings and process improvements in procurement operations.
- Managed vendor and supplier selection process based on price, quality and reliability.
- Collaborated with finance and accounting teams to ensure accurate billing and payment processing.

#### BST Services - Business Supply & Technologies 🗵

**Assistant Manager Finance** 

- Improved overall financial reporting by streamlining control processes and reporting structures.
- Developed budgets and strategic plans for day-to-day operations.
- Executed core financial processes, including vendor setup and payment, management of operational expenses, administration of bank accounts, and reconciliation of accounts.
- Assisted the Finance Manager with special projects and additional job duties.

# Comfort Apparel 🛮

**Account Assistant** 

03/2013 – 10/2013 Karachi, Pakistan

- Maintained accurate and up-to-date financial records, including accounts payable and receivable, payroll and general ledger entries.
- Processed and recorded financial transactions, including invoices, receipts, and payments.
- Resolved discrepancies and errors in financial records and reports.
- Managed and maintained financial files, documents, and databases.
- Assisted with special projects and tasks as required by the accounting team or management.

#### Warid Telecom 🛮

**Customer Service Representative** 

- Communicated effectively to satisfy disgruntled customers by suggesting best ways to resolve service and billing issues.
- Handled over 100 telephone calls per day and ensured maximum customer satisfaction.
- Maintained a deep understanding of company products and services, as well as industry trends and developments.
- Proactively reached out to customers to solicit feedback and gather information about their needs and preferences.
- Investigated and resolved customer complaints or concerns, escalating issues as needed.

# **EDUCATION**

**Bachelors (Commerce)** 

University of Karachi ☑ Grade B 09/2009 Karachi, Pakistan

11/2013 – 09/2014 Karachi, Pakistan

02/2011 – 08/2012 Karachi, Pakistan



# Certified Purchasing Professional (CPP)

From Blue Ocean Academy affiliated with American Purchasing Society (October, 2016)

# **Computerized Accounting**

From (HMCA - House of Multimedia and Computer Applications) May, 2008.

#### **Know Your Windows (KYW)**

From APTECH (October, 2006)

05/2016

## AWARDS

**Best Contributor of the Month** 

Islamic Arab Insurance Co. Salama Received this award on price negotiation.

Star of the Month 01/2023

**Appiskey Management** 

This award was given for completing the projects on time.

# SKILLS

#### Communication

- Customer service and client relations.
- Interdepartmental collaboration.
- Vendor and supplier communication.

#### **Teamwork and Collaboration**

- Working effectively with crossfunctional teams.
- Building positive working relationship.

#### **Leadership Abilities**

- Team Supervision and monitoring.
- Delegation and task management.

# **Problem Solving**

- Identifying and resolving issues.
- Implementing effective solutions.

## **Adaptability and Flexibility**

- Ability to handle change and ambiguity.
- Willingness to take on new challenges.

#### **Technical Proficiency**

- Proficiency in Microsoft Office Suite (Excel, Word and PPT)
- Familiarity with office equipment (Copiers, Printers etc.
- Worked in Oracle Software.

# **S** LANGUAGES

English • • • • Urdu • • • •

# **♂** INTERESTS

• Fitness, Travelling, Cooking