



MUHAMMAD ARSLAN

Team Leader

Summary

I'm an enthusiastic and detail-oriented professional with over four years of experience in administration and customer service. I bring proven skills in communication, strategic planning, team leadership, negotiation, and cross-selling. Known for a target-driven mindset, I aim to contribute effectively to a dynamic and results-oriented team.

Experience

Administrative Officer, Alfattan Contracting and Properties Management LLC, Al Sadr Port, Abu Dhabi

May 2024 — Current

- Oversaw day-to-day office administration and facilities management, collaborating with executive leadership to enhance organizational efficiency and workflow.
- Managed procurement for administrative needs, strengthened vendor relationships, controlled petty cash, and reduced operational costs by 25% through strategic sourcing and process improvements.
- Spearheaded the setup and supervision of staff accommodation for 150+ tenants, led transport and equipment operations, supervised general workers, and coordinated employee relations with HR.

Officer - Customer Experience, Al Fardan Exchange LLC, Palm Jumeirah Br. Dubai, UAE

Mar 2022 — Apr 2024

- Delivered exceptional customer service by professionally handling inquiries, complaints, and transactions, contributing to high levels of customer satisfaction and retention.
- Strengthened team performance by supporting productivity goals through proactive cross-selling and strategic customer retention initiatives.
- Contributed to operational efficiency by supporting staff rostering, optimizing stock management, and collaborating with line managers to uphold branch discipline.

Education

Bachelor of Commerce (Honours), GC University Lahore, Pakistan

2016 — 2020

Intermediate OF Commerce, Punjab College of Commerce, Gujranwala, Pakistan

2014 — 2016

Certifications

- [Diploma in Administrative Procedures and Support in the Office](#)
- [Certificate - Facilities Management](#)
- [Project - Business Analysis and Process Management](#)

Additional

- Nationality: Pakistani
- UAE Residence status: Work permit
- Driving license: Valid UAE (LMV)
- Age: 28 Years

References

Reference available upon request

Details

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Skills

Team management

Interpersonal communication

Workflow optimization

Root cause analysis

Microsoft Office Suite (Excel, Word, PowerPoint)

Languages

English

Urdu