

ADNAN HUSSAIN

Administrative Officer | Office Administrator | Front Office | Back Office Operations | Customer Service Specialist | Reception | Data Entry | Cashier | 17+ Years Dubai Experience

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PROFESSIONAL SUMMARY

Administrative and Customer Service professional with 17+ years of UAE experience in customer service, retail, administration, inventory, and operations. Skilled in customer relations, documentation, reporting, staff training, and problem-solving with strong MS Office and communication skills.

CORE SKILLS

Administrative Support | Office Administration | Customer Service | Front Office Operations | Back Office Operations | Sales Support | Reception | Quotation Preparation | Invoice & Receipt Processing | Data Entry | Inventory Management | Stock Control | Customer Relationship Management (CRM) | Email & Call Handling | Complaint Resolution | Reporting & Documentation | Document Control | SOP Training | KPI Monitoring | Quality Control | Team Coordination | Cash Handling (POS) | Microsoft Office | Cross-Functional Coordination | Multicultural Environment | Operational Efficiency

PROFESSIONAL EXPERIENCE

UNION COOP – Dubai, UAE Admin & Back Office Operations / Cashier - January 2022 – Present

- Coordinated with internal departments, vendors, and cross-functional teams to ensure timely project execution, material delivery, and smooth operational workflows.
 - Maintained accurate inventory records, monitored equipment usage and repairs, and managed customer and counterparty data in internal databases.
 - Prepared quotations, processed invoices, receipts, and bills, supported customer account management, and resolved inquiries through phone, email, and face-to-face interactions.
 - Provided administrative support by managing correspondence, documentation, office supplies, tax-related tasks, and other day-to-day office operations.
 - Delivered technical support to customers, followed up on orders, and collaborated with Sales, Operations, and Finance teams to ensure efficient service delivery.
 - Conducted research, maintained customer records, prepared performance reports, and communicated project status updates and escalations to stakeholders.
 - Trained and on boarded new employees on company policies, standard operating procedures (SOPs), transportation schedules, housing arrangements, job responsibilities, and workplace practices while ensuring high standards of customer service.
 - Successfully handled customer inquiries and resolved issues through face-to-face interactions, emails, and phone calls, delivering excellent customer service in a fast-paced, high-pressure environment.
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UNION COOP – Dubai, Team Leader Electronics / Cashier / Storekeeper Aug 2021 – Dec 2021

- Provided excellent customer service by helping customers, answering questions, resolving complaints, and giving product demonstrations.
- Built good relationships with customers, distributors, suppliers, and manufacturers to ensure smooth business operations.
- Coordinated with suppliers and head office to ensure stock was delivered on time and products were always available.

- Supervised and trained junior staff, encouraged teamwork, and helped improve their performance.
- Managed inventory by receiving, checking, storing, issuing, and returning stock while keeping records up to date. Performed regular stock counts and audits, checked product quality and quantity, and reported any differences.
- Supported daily store operations by working closely with management to keep the store organized, well-stocked, and ready to serve customers.

TRANSCORE L.P – RTA SALIK Dubai, UAE July 2007 – November 2020**Senior Customer Service Representative / Business Analyst / Quality Controller / Finance Officer**

- Provided excellent customer service by answering customer inquiries, resolving complaints, and helping with new account setup.
- Coordinated daily work of team members, performed quality checks, and ensured company service standards were followed.
- Handled customer complaints and escalations, followed up on issues, and ensured they were resolved on time.
- Conducted internal audits, prepared required documents, and worked with external auditors when needed.
- Monitored team performance, tracked KPIs, and prepared reports to support continuous improvement.
- Trained and coached team members, carried out performance reviews, and helped improve their skills and productivity.
- Improved team performance and customer satisfaction by promoting teamwork, solving problems, maintaining accurate records, and supporting management with daily operations.

KEY ACHIEVEMENTS

- Received **Top Performer Award (2013)** for outstanding performance.
- Recognized for excellent quality service and customer support.
- Successfully supported backlog completion projects.
- Awarded Key Contributor recognition. Nominated multiple times for Employee of the Month.
- Consistently achieved **100% KPI targets**.

EDUCATION**Bachelor's Degree – International Business**

American Heritage University, Dubai, UAE | 2010

HR Certificate Nadia Training Institute, Dubai, UAE | 2011

High School Certificate (12 Years Education), Education Academy, Dubai, UAE | 2007

TECHNICAL SKILLS

- Microsoft Word, Excel & Outlook
- Reporting & Documentation Systems. Data Entry & Database Management
- Email Management & Customer Management System

LANGUAGES

English (Professional) | Arabic (Conversational) | Urdu, Hindi & Punjabi (Native)

ADDITIONAL INFORMATION

- Valid UAE Driving License
- Visa Status: Dubai Employment Visa (Transferable)