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DAAD ZIDAN



BUSINESS SERVICES MANAGER

Dedicated and highly skilled business professional with a versatile business support skill set developed through more than 10 years of hard core experience as Business Services Manager/Translator at a reputed IT company in Dubai, and 9 years as Executive Secretary in Syria.

SUMMARY OF QUALIFICATIONS

- **English/Arabic/English Translation** whenever needed. (Press releases, Brochures, Tenders, Arabization of the company's HIS system). In 1999 I translated George Bernard Shaw's "Arms and the Man" and it was certified and published.
- **Office Management:** coordinating all office functions and supervising administrative professional team and team of technicians
- **Projects Procurement & Logistics:** managed the logistics and procurement for a US\$10 Million project. Responsible for procurement functions on Oracle system including goods receipts (GRN) and delivery of goods. Ensuring receipt and deliveries of orders from supplier to client.
- Project Management
- Contract Management
- Policies and Procedures Manuals and Process/Workflow writing, enforcement & Continual Improvement
- Internal Audit/Quality Management
- MIS Reports and Document Preparation
- Staff Development & Training
- Accounts Receivables/payables
- Computer skills include: MS Word, Excel, Power Point, Outlook, Oracle System-Supply Chain and visio.
- Typing skills: 65 WPM.

EDUCATION

- 1988–1993 Damascus University Damascus, Syria
- Bachelors, English Literature.

TRAINING COURSES ATTENDED

- Mastering Purchasing Fundamentals/ Next Level Purchasing Association
- Managing Supplier Performance
- Secrets of Painless Services Contracts
- Microsoft Excel for Purchasing Professionals
- Negotiation No No's.
- Project Management Professional Workshop
- Internal Auditor Course - Quality Management System (ISO 9001:2008)
- ISO 9001:2008 QMS Basic Awareness Workshop & Process Mapping Course
- Oracle applications – Supply chain system
- Tejari E-tendering

PROFESSIONAL EXPERIENCE

- 2002– 2012 **Imtac Technologies L.L.C.** Dubai, UAE
- Business Services Manager/Office Manager***

Reporting to the Vice President, my responsibilities include:

Administrative Support:

- English/Arabic/English translation wherever required (brochures, press release, tenders, HIS system Arabization.... etc).
- Manage the day-to-day operational aspects of office administration and ensure smooth running of the office functions.
- Manage all registrations and legal papers for the company (Economic Department, Chamber of Commerce, Customs, Ministry of Health, Immigration, Labor, free zone, Police...etc) and coordinating with lawyers whenever necessary.
- Manage the renewal of office lease contract and negotiation with landlord.
- Manage all hotel and airtickets bookings.
- Maintaining petty cash for office expenses.
- Manage company bank accounts.
- Manage office purchases.
- Manage Procurement and Administration Processes and conducting audits to ensure consistent continual improvement.
- Effectively apply processes and enforce company standards.

- Involvement in management discussions on the organization's policies and strategic development, and writing the company's processes related to Admin, Procurement and HR.
- Preparing monthly MIS reports for the board.
- Preparing Accounts payable/Receivable reports and Cash flow reports.
- Coordinating with printing agents for company printings (letterhead, business cards, brochures, promotion materials ...etc).
- Maintaining the condition of the office and arranging for necessary repairs.
- Organizing the office layout and maintaining supplies of stationery and equipment.
- Supervise front office executives.
- Managing filing system.
- Process employee claims and forward to accounts.

1997–1999 **Orient Press Center** Damascus, Syria

Reporter

- Prepared English and Arabic articles and news stories for International News Agencies including The American Associated Press, the German Deutsche Press Agenteur and the Japanese newspaper, Yomiuri.

LANGUAGES

Arabic: Native

English: Advanced

PERSONLA INFORMATION

Nationality: Palestinian/ Syrian

REFERENCES

Will be furnished when required.
