

Sajjad Kazmi

Results-Driven Professional with 17+ Years' Experience: Expert in Administration, Operations, Business Development and Customer Service.

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Employment History

Admin Officer at JS BBQ Restaurant, Dubai (MAR 2021 - MAR 2024)

JS BBQ Restaurant is a fine dining multi-cuisine restaurant located in JVC Dubai. My responsibilities include:

- Redesigned and implemented efficient administrative processes to improve restaurant productivity by 35%.
- Coordination between FoH and BoH for smooth restaurant operations.
- Streamlined inventory count and procurement to optimize stock levels, and reduced wastage by 40%.
- Successfully organized 100+ indoor and outdoor corporate events.
- Oversaw financial operations, including budgeting, forecasting, expense tracking, payroll, invoices, and account reconciliation for financial stability and reduced expenses by 30%.
- Improved vendor relationships, and negotiated contracts.
- Spearheaded HR functions, including recruitment, employee scheduling, and conflict management for efficient staffing.
- Utilized Syrve software for reporting and analysis, generating weekly and monthly reports and making data-driven recommendations for improved operations and inventory management.
- Managed the restaurant's website and social media platforms (Facebook, Instagram, WhatsApp) and designed promotional materials for the restaurant.

Achievements:

- Implemented cost-saving measures, reducing operational expenses by 60%.
- Successfully contacted and contracted with Travel and Tourism companies which resulted in a 40% increase in sales.
- Ensured full compliance with Dubai's stringent food safety and health regulations, safeguarding the restaurant's reputation.

Operations Manager at FSGP, Lahore. (MAY 2013 - JAN 2021)

FSGP is one of the largest manufacturers of glass products in Pakistan. My responsibilities include:

- Led 100+ team members to meet operational goals. Streamlined day-to-day office operations, and handled procurement, equipment maintenance, and facility management. Controlled financial activities, including budgeting, expense management, invoicing, and reporting. Contributed to HR by assisting in recruiting and reviewing/modifying budgets.
- Reduced manufacturing cost by 40% by accelerated processes and vendor management, which resulted in enhanced productivity by 55%. Effectively set and revised budgets for diverse operations, including procurement, inventory, and logistics.

Senior Officer Administration at Lahore University of Management Sciences (LUMS), Lahore

DEC 2009 - MAR 2013

- As a Senior Admin Officer at LUMS, collaborated with the Registrar's Office to finalize faculty course structures and semester schedules for BS and MS students. Oversaw departmental HR processes by managing new hiring contracts, extensions, and appraisals. Additionally, liaised with the procurement department for the acquisition of scientific and general-use items.
- Organized more than 15 International Workshops and Conferences in collaboration with prestigious institutions such as CYPHYNETS lab, RRLAB, IEEE Control Systems Society, DAAD, IISA, and IWMI. In

terms of international coordination, facilitated faculty members' participation in international conferences, seminars, and travels.

- Achievements include ensuring compliance with Pakistan Engineering Council (PEC) standards for the accreditation of Electrical Engineering degrees by preparing course files and labs. Organized and planned over 50 national and international academic workshops, seminars, and conferences. This experience showcases my proficiency in administrative responsibilities and commitment to maintaining high academic standards.

Senior Officer (Administration & Logistics) at Makro Cash & Carry, Lahore

FEB 2006 - NOV 2009

- As a Senior Officer ALC at Makro Cash & Carry, handled crucial responsibilities like organized records and documentation for important files and contracts. Created documents & forms for cash reconciliation of 30 Point of Sale (PoS) systems, providing daily reports to the Head Office.
- Achieved the Employee of the Month award twice for my outstanding contributions. Played a key role in the stocktaking of the store's inventory and took the initiative to design and create essential forms and procedures for sales reconciliation.

EDUCATION

Master of Business Administration (MBA) in Human Resource Management, 2005 - 2007

National College of Business Administration & Economics (NCBA&E)

Bachelor of Computer Science (BCS), 2000 - 2003

National College of Business Administration & Economics (NCBA&E)

Additional

Soft Skills & Expertise: Administrative Skills, Operations Management, Resourceful, Restaurant Operations, Restaurant Management, HR Operations, Payroll & Scheduling, Employee Relations, Documentation, Problem Solving Skills, Procurement, Critical Thinking, Analytical Skills, Team Player, Communication Skills, Customer Service, Attention to Detail, Events Management.

Technical Skills: MS Office Suite, Digital Marketing, Social Media Management & Marketing, Website Designing & Development (Wordpress)

Languages: English (Fluent), Urdu (Native), Hindi (Conversational), Punjabi (Fluent)

Professional Courses & Certificates

- Online Course wordpress website development and designing. (2023)
- Online certification on "Fundamentals of Digital Marketing" from Google Garage (2022).
- Online Course on "Social Media Marketing" from Enablers (2022).
- Short Course on "Managing Human Capital" from LUMS, Pakistan (2013).
- Training on "Interpersonal and Communication Skills" from LUMS, Pakistan (2012).
- Short Course on "Professional Communication Skills" from LUMS, Pakistan (2011).
- Workshop on "Retail Management" from Makro Cash & Carry Pakistan (2008).
- Training on "Inventory Management" from Makro Cash & Carry Pakistan (2007).
- Short Course on Advanced MS Office from PIM, Lahore (2005).