



SAFDAR HUSSAIN - (Freelancer/Partner Visa – Expiry on April-2026)
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D.O.B: 10/04/1970 - Pakistan

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Administrative Officer | Business Operations | Customer Relations

With over eight years of experience in business operations and customer service, I have developed a strong skill set that includes advanced order processing and customer relations. My greatest career achievement was significantly improving customer satisfaction, which aligns with a commitment to enhancing operational efficiency and client engagement.

Operations Coordinator

Sedco Forex Schlumberger (Oil & Gas Drilling Co.)

06/1983 - 01/1997 - Islamabad, PAKISTAN

Managed end-to-end order processing, reducing turnaround time by 20% through strategic workflow adjustments. Served as the key liaison between customers and logistics providers, enhancing customer satisfaction by 35%. Coordinated with suppliers on a regular basis, ensuring a steady supply of materials for seamless order fulfillment. Introduced a customer order tracking system, improving order accuracy and reducing missed deliveries by 15%. Administered billing and invoice reconciliation, resulting in a 10% reduction in discrepancies and improving the financial accuracy. Spearheaded a cross-departmental initiative to standardize customer service protocols, boosting service efficiency.

Customer Relations Specialist

02/1997 - Abu Dhabi, U.A.E. Dhabi Drilling – (Subsidiary)

Initiated a customer feedback system which led to a customer satisfaction increase of 25% within one year. Developed and maintained strong customer relationships which contributed to a 10% growth in client retention. Efficiently resolved customer issues, maintaining a resolution rate of 95% within the agreed service level agreement. Identified and implemented cost-saving measures in customer communication, saving the company £3,000 annually. Collaborated with the sales team to up-sell and cross-sell products, leading to a 12% increase in sales.

Business Support Analyst

03/2009 - 01/2020 - Weatherford Drilling Int'l, (Oil & Gas) Pakistan

Analyzed and improved operational processes, which enhanced productivity by 18%. Coordinated with IT department to troubleshoot order system issues, reducing system downtime by 30%. Assisted with the integration of new order management software, leading to a 20% increase in order processing speed. Compiled and analyzed sales and customer service data to inform management decision-making.

EDUCATION

Bachelor Degree in Business Administration

University of Punjab - 01/1988 - 01/1990 - Lahore, Pakistan

Customer Satisfaction Champion

Revamped the customer service protocol, increasing satisfaction ratings from 60% to 95% within two years at Global Importers Ltd.

Cost Reduction Expert

Implemented a new communication strategy at Global Importers Ltd that led to a yearly saving of \$3,000.

Efficient Process Innovator

Redesigned operational workflows at Reynolds International, cutting down order processing time by 20%.

IT Systems Liaison

Played a pivotal role in the IT department interfacing, leading to system enhancements that reduced downtime by 30% at in nova Solutions.

Customer Service, Order Processing, Billing and Invoicing

Supply Chain Coordination, Data Analysis Microsoft Office Suite

COURSES

Advanced Customer Service Strategies

A course focusing on sophisticated customer service techniques and engagement strategies provided by the Institute of Customer Service.

Effective Supply Chain Management

Specialized training on optimizing supply chain processes, ensuring efficiency and customer satisfaction, offered by Supply Chains School.

Streamlining Business Operations

Deeply interested in optimizing business processes to enhance efficiency and deliver superior customer experiences.

PASSION

Streamlining Business Operations

Deeply interested in optimizing business processes to enhance efficiency and deliver superior customer experiences.

Computer Apps. Expert: Quick Book, Focus 6, Tally, ERP, SAP, Micro Soft Excel, Ward, Power Point, etc.

Special Courses & Certificates (Oil & Gas Companies):

1. First Aid, CPR, Safety IOSH, Rig Pass. 2. Weatherford Health & Safety Induction.
3. Policy on Use of Computer Systems and Data Assets for Global Weatherford.
4. MENA IT Induction Program. 5.IT Helpdesk Management – MEMO cast.
6. 8141 - International Bribery and Corruption Global Edition.
7. 9074 - Anti-Corruption Manual Training CBT_CRT.
8. Weatherford Anti-Money Laundering Compliance e-Policy.
9. HSE e-Policy Commitment and Intervention GEM - Rules to Live by.
10. HSE e-Policy Driver and Vehicle Safety GEM - Rules to Live by.
11. HSE e-Policy Facility Safety GEM - Rules to Live by.
12. HSE e-Policy Hazardous Substances GEM - Rules to Live by.
13. HSE e-Policy Hazardous Environments GEM - Rules to Live By
14. HSE e-Policy Induction and Training GEM - Rules to Live by.
15. HSE e-Policy Lifting Equipment and Operations GEM - Rules to Live By
16. HSE e-Policy Risk Management GEM - Rules to Live by.
17. Malaria Awareness Series Lesson 1 - The World's Deadliest Animal.
18. Malaria Awareness Series Lesson 2 - How Malaria Kills.
19. Malaria Awareness Series Lesson 3 - How She Finds and Bites You.
20. 300568742 - Trade Compliance Procedure Manual Online Training (Online)
21. Introduction to OEPS – Operation, Excellence Performance System.
22. TRADE COMPLIANCE PROCEDURE MANUAL ONLINE TRAINING
23. Weatherford Global Online Defensive Driving Course Certificate.
- 24-Communication School Certificate, 2-First Aid Course Certificate, 3- (N.B.C.D) Nuclear, Biological, Chemical Defense and damage control including Fire Fighting.

SKILLS:

- Active Listening, Communication, Computer Skills, Customer Service, Interpersonal Skills.
- Leadership, Management Skills, Problem-Solving

Administrative Assist, Customer Services, Accountant
Logistics Coordinator, Computer Apps. Expert

