



Osama Ahmed Bilal

BRIEF

Business Administrator Bringing ten years of experience optimizing productivity, efficiency and service quality across various environments, highly dependable ethical and reliable, with backgrounds in Sales, accounting and social Media marketing.

CONTACT INFORMATION

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SKILLS

- Operations management
- Problem solving skills
- Mentoring and training
- Business analysis
- Financial management
- Data collection and analysis
- Business planning

WORK HISTORY

ADMIN 10/2019 to CURRENT
LAND CAPITAL L.L.C - DEIRA, DUBAI

- Drafted legal Expertise Reports and made adjustments according To the Expert's notes.
- Browsed Dubai's Court System online To Extract Documents, View Newly Assigned cases, submit requests and Final Reports.
- Analyzing Newly Assigned Case's Documents according to the Court's Decisions, New Case File Preparing.
- Attended Expert Meeting, Drafted meeting agendas and follow-up on the expertise Requirements From parties.
- Processed financial documents, expense reports and Payroll.
- Managed and controlled office supply inventory to ensure timely ordering or requisition of depleted or low-level stock.

EXECUTIVE 01/2019 to 01/2020
MBF HOLDINGS & ESTABLISHMENTS JBR, DUBAI

- Created daily and weekly cash reports and Posted receipts to the appropriate general ledger accounts.
- Composed effective accounting reports summarizing accounts payable data.
- Reviewed all expense reports for accuracy and disclosure.
- Analysed figures, postings and documents to maintain accounting program accuracy.
- Matched purchase orders with invoices and recorded necessary information.

MANAGER 02/2018 to 12/2018
CARPET PRO WASHING LLC DUBAI, UNITED ARAB EMIRATES

- Directed HR operations, including workforce planning, performance management, tracking employee attendance and punctuality, addressing repeat problems, staffing, and benefits administration.
- Promoted positive customer experience through managing customer's call center facility.
- Recruited, hired and trained initial personnel.
- Maintained accounting ledger.
- Supervised purchases, marketing and customers' accounts.
- Provided detailed feedback to teams after analysing each employee's responsibilities.
- Maintained smooth operations by managing workflow and administrative processes.
- Oversaw opening and closing, including reconciling cash drawer and making bank deposits.
- Automated office operations, managed client correspondence and tracked records.

- Addressed customer issues to ensure swift and successful resolution.

**SALES EXECUTIVE
ITQAN ACCOUNTING**

06/2017 to 01/2018
ABUDHABI, UNITED ARAB EMIRATES

- Met with potential and current customers to discuss their business needs and recommend the optimal solutions.
- Responded to service requests and maintained on-call status for emergency service needs.
- Contributed to continuous improvement of renewal process, service agreement documents, approval processes and training.
- Fostered relationships with customers to expand customer base and enhance loyalty and retention.
- Drove new clients and avenues to build relationships and grow business opportunities.
- Collaborated with management to review customer contract terms and request approval.
- Received and processed executed customer agreements.
- Handled daily customer meetings, sales calls and account management tasks.
- Established and maintained client relationships through superb communication.
- Conducted internal and external product training, prepared and executed sales presentations.
- Performed post-renewal tasks by booking orders, and maintained accurate records of renewal opportunities and contract records.
- Documented daily work in lead development and successful sales.

**EXECUTIVE
SERVICO INTEGRATED SOLUTIONS COMPANY LTD**

02/2015 to 07/2017
KHAROU, SUDAN.

- Oversaw daily office operations.
- Coordinated domestic and international travel arrangements, like booking flights, hotels and transportations.
- Planned and coordinated logistics and materials for board meetings, committee meetings, and staff events.
- Built productive relationships with industry partners and competitors to support strategic business objectives.
- Oversaw budgetary and financial activities and implemented strategies to grow business and profits.

**COO
DINGA MULTI ACTIVITIES -**

07/2013 to 06/2015
Khartoum, Sudan.

- Supported daily operational functions
- Analyzed departmental documents for appropriate distribution and filing.
- Obtained documents, certificates, and approvals from local, state and federal agencies.
- Proactively identified and solved complex problems that impacted management and business direction.

**DEPUTY MANAGING DIRECTOR
Dakamba International Services Company Ltd.
Sudan**

11/2011 to 06/2013
Khartoum,

- Prepared financial statements at the end of each financial Year.
- Used Word, spreadsheets, databases, and presentations softwaress.
- Reviewed files, records and other documents to obtain information and responded to requests.
- Planned and executed events and programs.

- Travelled nationally and internationally to meet with customers and deliver company messages.
- Researched and updated all required materials needed for firm and partners.

**COMMERCIAL PILOT
SELF-EMPLOYED**

03/2009 to 10/2011
Khartoum, Sudan.

- Flew a total of 250 hours.
- Passed FAA's theoretical exam.

**Accounting Assistant
ZAIN CATERING COMPANY LTD**

06/2005 to 01/2009
Khartoum, Sudan.

- Facilitated successful internal and external audits through sound and thorough documentation.
- Created daily and weekly cash reports for accounting management.
- Obtained documents, clearances, certificates and approvals from local, state and federal agencies.
- Planned and executed all aspects of the company's move to a new headquarter.
- Coordination of weekly project team meetings.

EDUCATION

Bachelor of Business Administration : Economics, 02/2005
UNIVERSITY OF KHARTOUM - Khartoum

Top10% of class

Commercial Pilot license. : AVAITION, 12/2012

EASA - INTERNATIONAL

Continuing training

Fixed wings