

Hafiz Muhammad Shoab Hassan

PERSONAL INFORMATION

Personal Contact: +971-503-096697
E-Mail Address: shoaib.siwapwi@gmail.com
Postal Address: P06 101 France Cluster International City 01, Dubai
Nationality: Pakistani
Visit Visa Expiry: 02-December-2023

PROFESSIONAL SUMMARY

A motivated and accomplished professional with a diverse career journey within the head office of an educational institution. Evolved over the years from a computer operator into a Deputy Manager of Operations, accumulating valuable experience in managing the day-to-day intricacies of operations, administrative functions, and providing essential support in finance.

WORK EXPERIENCE

Dy. Mgr. Operations

Jan 2022 – Sep 2023

KIPS Education System

- Develop and implement strategic plans to enhance operational efficiency and achieve organizational goals.
- Manage the campus budget, allocate resources effectively, and ensure financial goals are met.
- Ensure compliance with all relevant regulations, policies, and accreditation standards in the educational sector.
- Analyze operational data and key performance indicators (KPIs) to make informed decisions and improve processes.
- Identify and implement technology solutions to improve operational efficiency, including the use of educational management systems (ERP, LMS, etc.).
- Contribute to the development & revision of institutional policies & procedures related to operations & administration.
- Ensure the quality of operations and services provided align with the institution's standards and goals. Collaborate with other departments to enhance the overall student experience, ensuring their needs are met.
- Manage facilities and equipment to ensure they are well-maintained and conducive to learning environments for the students.
- Maintain clear & effective communication with stakeholders, including faculty, staff, and students.
- Plan, organize, lead, and participate in various projects aimed at enhancing operational, administrative, and academics effectiveness & innovation at the campuses as well as the linked offices.

Coordinator Finance (Additional Responsibility)

Aug 2021 - Sep 2023

KIPS Education System

- Collect, organize, and maintain critical financial data, including daily fee collections, monthly revenue figures, and detailed expense records.
- Conduct in-depth monthly and annual analysis of revenue trends, identifying areas of growth and decline, and providing insights to support strategic decision-making.
- Calculate and analyze revenue on a per-student basis to evaluate the institution's financial performance and identify opportunities for improvement.
- Conduct detailed analysis of expenses on a daily, weekly, monthly, and annual basis, identifying

trends, cost-saving opportunities, and areas for optimization.

- Use historical data and trends to develop financial forecasts and projections, helping the institution make informed financial decisions.
- Ensure the utilization of financial software (Oracle and ERP) at campuses for data analysis and reporting, ensuring efficient data management and reporting processes.
- Communicate financial insights and recommendations effectively to the stakeholders, supporting their understanding of financial performance.

Asst. Manager Administration

Dec 2020 - Dec 2021

KIPS Education System

- Act as the point of contact for addressing administrative issues, promptly resolving them or escalating as necessary to ensure smooth operations.
- Oversee the maintenance and performance of electrical items, such as AC units, fans, and motors, ensuring they operate efficiently and arranging for repairs or replacements as needed.
- Manage and maintain IT equipment, including computers, printers, and networking systems, ensuring they are in working order and coordinating IT support when required.
- Supervise and coordinate any necessary construction or civil work, such as renovations or repairs, to maintain the quality and safety of the facilities.
- Handle the centralization of bill payments for utilities, maintenance services, and other administrative expenses, ensuring accuracy and timeliness.
- Maintain an inventory of administrative assets, including chairs, furniture, and equipment, and ensure proper allocation, replenishment, and disposal as needed. Order and manage inventory items like chairs and furniture, ensuring an adequate supply to meet the institution's needs.
- Prepare reports on the status of administrative matters, maintenance projects, and inventory management for review by senior management.

Asst. Manager Info

Jan 2018 - Nov 2020

KIPS Education System

- Assisting in the development and execution of admissions strategies to meet enrollment targets and diversity goals of the campuses.
- Maintaining and updating campus-wise admissions databases, tracking applicant progress, and generating reports for decision-making.
- Liaising with prospective students, parents, and campus admission teams to address inquiries and provide information about the admissions process.
- Assisting in organizing and participating in admissions events, open houses, and outreach activities to attract and engage potential students.
- Ensuring compliance with college admission policies and relevant regulations while upholding ethical admissions practices.
- Collaborating with the admissions team to streamline processes, improve efficiency, and contribute to a positive applicant experience.
- Preparing reports and summaries on admissions statistics and trends for management and stakeholders.
- Conducting annual trainings of the admission team to guide them about new policies of admissions.

Computer Operator

Jul 2015 - Dec 2017

KIPS Education System

- Accurately inputting student and administrative data into digital systems and databases.
- Providing 100% assistance to the ERP development team as & when required.
- Ensuring the organization and proper filing of electronic and paper records for easy retrieval.

- Assisting in the creation and maintenance of data entry guidelines and documentation procedures.
- Upholding strict confidentiality and data security protocols to protect sensitive information.
- Generating data reports as requested by management for decision-making and analysis.
- Assisting with miscellaneous administrative tasks and projects as needed by the head office team.

EDUCATION

MBA University of Lahore • Lahore, Pakistan	Jan 2021 - Present
Bachelors in Commerce (IT) University of Sargodha • Lahore, Pakistan	Aug 2017 - Sep 2019
Intermediate in Computer Science KIPS College • Lahore	Jul 2013 - Apr 2015
Matriculation Govt. Central Model School • Lahore, Pakistan	Mar 2011 - Mar 2013

SKILLS

- Proficiency in software working like ERP, LMS, Oracle, etc.
- Verbal and written communication
- Proficient in MS Office Applications
- Collaboration and cooperation
- Ability to learn quickly
- Time management
- Financial analysis
- Documentation

VOLUNTEER WORK

Owned Departmental Store The City Super Store	Sep 2019 – Nov 2021
<ul style="list-style-type: none"> • Assisted customers with inquiries, product location, and provided support with their shopping needs. • Supported cashiers during peak hours by bagging items, managing shopping carts, and providing efficient checkout assistance. • Checked price tags and ensured accuracy, promptly reporting discrepancies to store management. • Worked closely with store employees to ensure a smooth shopping experience for customers. • Contributed to the cleanliness and maintenance of the store, including supervisory duties of sweeping, mopping, and restocking cleaning supplies. • Addressed customer concerns and issues, resolved conflicts, and escalated complex problems to the store management when necessary. • Managed tasks efficiently to ensure that the store's daily operations ran smoothly. 	
Admin Assistant Charity School	Jan 2016 - Aug 2016
<ul style="list-style-type: none"> • Administrative Assistant for Nonprofit Organization. • Assisted with data entry, event planning, and managing inquiries. 	