

Mohammad Nadeem
Eston Court, Bradville, Milton Keynes, MK13 7DF

Tel: 07927 390039

Email: Malikg_z@yahoo.com

Professional Profile

A motivated and disciplined graduate with a strong academic background, outstanding communication skills, and work experience in top-tier organizations in the fields of telecommunications, administration/public relations, customer service, civil enforcement, compliance, finance, housing, the railway network, and public transportation.

I am seeking an opportunity to work in a dynamic environment with a passion to accomplish higher goals in the fields of Administration, Operations, Customer relations, Accountancy, finance, Marketing, and business management.

Key Skills

- Administration
- Operations Management
- People management
- Collaboration with diverse stakeholders
- Problem-solving
- Communication – Customer services
- Resource management
- Event Management / Public relations
- Project administration/ Health and safety

Work Experience

**Nov 2019 Senior Officer Public relations/Transport, contracts and compliance
Continue Central Bedfordshire Council**

- Bus Service Commissioning and Operations
- Process and respond to complaints and inquiries regarding bus services, liaising with operators and other departments.
- Develop and implement public information systems, such as roadside publicity and timetable leaflets
- Contribute to the planning and development of new bus routes, timetables, and infrastructure.
- Handle inquiries and issue concessionary bus passes for older and disabled residents.
- To liaise with internal Highways officers, street work teams and other local and neighbouring authorities when required on bus services and road closures matters
- Responsible for the preparation and administration of documentation for the award and amendment of local bus service contracts
- Compliance with environmental and sustainability legislation across the organization

- Discuss needs, concerns, and expectations regarding ongoing projects with stakeholders and the community.
- Oversee schedules, meetings, and conflict resolution while facilitating efficient communication among project stakeholders.
- Promote various promotions to attract tourism and use of public transport and customer service
- Responsible for ensuring accurate payments to bus service providers, as required, in relation to any specific schemes or promotions
- Collect, analyse, and interpret data related to public transport service performance.
- Arrange meetings with contractors and suppliers to guarantee prompt maintenance and adherence to safety regulations.
- Engaging with developers and planning applications regarding new developments and associated funding bids, S106, 278 etc.
- To provide practical assistance with enforcement action where appropriate.
- Planning new or revised public transport services, local networks, and coordinated timetables.
- To manage all Safety and the completion of Risk Assessments, reporting of identified hazards and their rectification.
- Oversee the development of infrastructure, workflows, processes, and procedures for the defined functions of the role in relation to various permits.
- To manage all Safety and the completion of Risk Assessments, reporting of identified hazards and their rectification.
- Build a culture of cooperation, accountability, and continual improvement by providing the operations staff with strong leadership and guidance.
- Oversee and coordinate the day-to-day activities of the office and ensure constant administrative support to senior management.
- Meeting and developing relationships with stakeholders – customers, user groups, Parish and Town Councils, etc.
- Ensure the documentation and administration of the Permits process is carefully maintained and determines the correct course of action, recommendations, or responses
- To develop excellent working relationships with all stakeholders and partners in order to ensure smooth implementation and management of project and services.
- To perform all duties and responsibilities in accordance with legal requirements, ensuring compliance with all appropriate legislation and Council's policy and procedures.

Oct 2018
Oct 2019

Housing Operation Officer/Operations Lead
Central Bedfordshire Council

- To provide administrative, operational, and organizational support to Housing initiatives
 - Experienced in facilities management role for residential assets

- To provide pre-and post-support to applicants who need social housing and help them with a rent deposit scheme
- Developing, assessing, and improving administrative systems, policies, and procedures.
- Management of tenancies, Allocations, and lettings administration
- Oversee day-to-day facility operations, ensuring efficiency and compliance with safety regulations
- Use an electronic housing management system to effectively record all contacts with customers and relevant details to enable effective data management and reporting
- Maintain, assist, and support the links between all the functions within other Departments.
- Maintain effective working relationships with external agencies, partners, and contractors.
- Oversee maintenance plans and plan building systems and equipment repairs and upgrades.
- Experience in contractor management
- Experience of setting and managing a budget

**March 2017 - Sep 2018 Facility Management / Civil Enforcement
Central Bedfordshire Council**

- Provide oversight and direction to the employees in the operating unit in accordance with the organization's policies and procedures.
- Health and safety of the workforce.
- Verify invoices and manage payment processing
- Work together with suppliers and service providers to ensure prompt and high-quality maintenance services.
- Onboard new employees and conduct facility tours.
- Contribute to the facility manager's budget management for operations and maintenance.
- Work together with internal teams to facilitate changes to the workplace layout and maximise space utilisation.
- Write post-event reports that include a summary of the results, lessons discovered, and suggestions for upcoming events.
- Oversee the distribution of resources, such as staff, tools, and infrastructure, in order to optimise efficiency and reduce expenses.
- To advise and assist members of the public on parking regulations and general inquiries.
- Create and carry out strategic plans to streamline operations and accomplish organizational goals.
- To enforce parking regulations in accordance with the Traffic Management Act 2004.
- Work together with internal teams to facilitate changes to the workplace layout and maximise space utilisation.
- To liaise with external bodies as required, including the Police and CCTV, particularly regarding vehicle crime reduction and road closures.
- To comply with all relevant legislation to ensure effectiveness in the role.
- Assure adherence to regulatory regulations, facility management standards, and corporate policies.

SEP 2014- Event Management & Marketing/Accounts Officer

Oct 2016 Bright Business Ventures Ltd

- Compile sales figures and income figures
- Processing payments and receipts and recording transactions in relevant journals and Ledgers
- Helped with budgeting and the acquisition of new machinery and replacement parts.
- Provide clear guidance and assistance to a group of event coordinators and support personnel.
- Oversee the preparation and implementation of a range of events, including corporate gatherings and major public gatherings, making sure they satisfy both business goals and visitor expectations.
- Preparing initial trial balances using suspense accounts
- Coordinating with other departments to integrate product promotions with seasonal campaigns
- Use marketing and promotion techniques to increase participation and attendance.
- Completing bank reconciliations
- SAP/ Procurement

APR 2007- Customer Service Manager and Revenue Protection

AUG 2014 London Midland Railways

- To answer the queries of the customers in an ethical and informative way
- Worked with the revenue protection to protect revenue and was responsible for ensuring the safety of customers
- To make sure that all traveling passengers are in possession of valid tickets for their journeys
- Dealing with complaints and offering appropriate solutions to enhance customer satisfaction and retention.
- Promotion of tourism, multiple tickets, London attractions
- To offer complete services bundles to attract customers to multiple attractions and tours.
- Undertake crowd control duties during special events and disruption.
- Coach, mentor, and develop staff, including overseeing new employee onboarding and providing career development planning and opportunities.
- Provide oversight and direction for the employees in the operating unit in accordance with the organization's policies and procedures.
- Work with Human Resources staff to recruit, interview, select, hire, and employ an appropriate number of employees.
- Consciously create a workplace culture that is consistent with the overall organization's and that emphasizes the identified mission, vision, guiding principles, and values of the organization.
- Encourage a culture of quality, health and safety, and environmental consciousness in the workplace, attend relevant meetings and briefings as needed, and constantly look out for your own and others' safety.

- Additionally, make sure that visitors, contractors, and team members are informed about quality, security, health and safety, and environmental policies and procedures.
- Set up procedures and tools with internal and external stakeholders to effectively monitor the work that the contractors are delivering

Education

Jan 2016	-	Level 2 Diploma in Accountancy (AAT)
July 2016		Central Bedfordshire College Dunstable
Jan 2010	-	MSc Marketing and Business Management
JULY 2011		University of Bedfordshire, UK
Feb 2003	-	Bachelors in mass communication
Apr 2005		University of Punjab, Lahore, Pakistan

Professional Training

- **Level 2 Certificate in understanding Climate Change and Environmental Awareness**
- **IOSH** Managing Safely
- **CILT** Bus Service Commissioning and Operations Qualification (**The Chartered institute of Logistics and Transport**)
- Conflict Management Course by **WAMITAB** organized by **Central Bedfordshire council**
- Attended training sessions on **Carbon Emissions/Renewable energy** organized by the **Central Bedfordshire Council, UK**
- Attended one-day training course by the **SAMARITANS** organized by **London Midland Railway**
- Attended an automatic gate competence training course organized by **London Midland railway**
- Health and safety training organized by **LondonMidland railway**
- Proficiency in **Microsoft Office Suite**

References

Will be provided on request