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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 planning, 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

- Leadership/ Administration
- Operations Management
- People management
- Collaboration with diverse stakeholders
- Problem-solving
- Communication – Customer services
- Resource management/Facility management
- Environmental Management
- Procurement

Work Experience

Nov 2019 Senior Transport Officer, administration and Environmental Compliance
Continue

Central Bedfordshire Council

- Ensure that all transport services comply with health, safety, and environmental regulations
- Experience in performing regular environmental inspections
- Responsible for making sure fleet maintenance data in the operations system is highly accurate
- Experience in coordinating with third party consultants for implementing the environmental
- Oversees and directs the fleet operations and maintenance department.
- Keeping track of expired legal documents, such as insurance, registration, and local paperwork
- Coordinate with the Clients for all relevant environmental requirements of the ongoing projects
- Conduct routine audits, inspections, and other assessments to determine compliance and, if necessary, make recommendations for preventative or remedial action.

- Dealing with the road closures, information notices and environmental regulations
- Encourage the Safety Management System's implementation and oversight, as well as training initiatives and contract administration.
- Ensure compliance with service level agreements and operational standards
- Oversee schedules, meetings, and conflict resolution while facilitating efficient communication among project stakeholders
- Oversee the development of workflows, processes, and procedures for the defined functions of the role in relation to various permits.
- Arranged with contractors and suppliers to guarantee prompt maintenance and adherence to safety regulations.
- Promote various promotions to attract tourism and use of public transport and customer service
- Compliance with environmental and sustainability legislation across the organization
- Bus Service Commissioning and Operations, identify potential risks or operational challenges and work to minimize them
- Build a culture of cooperation, accountability, and continual improvement by providing the operations staff with strong leadership and guidance.
- Managing printed and electronic information, handling customers' complaints and providing effective solutions
- 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.
- Planning new or revised public transport services, local networks, and coordinating and suggesting new procedures, systems, or technology
- Dealing with sub-contractors, preparing reports, and attending meetings
- 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 Business Operations- Operations Lead

Oct 2019 Central Bedfordshire Council

- To provide administrative, operational, and organizational support to Housing initiatives
- Experienced in facilities management role for residential assets
- Developing, assessing, and improving administrative systems, policies, and procedures.
- 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.
- To provide pre-and post-support to applicants who need social housing and help them with a rent deposit scheme
- Full understanding of building plant equipment, maintenance, and compliance.

**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.
- Strong knowledge of best practices and concepts for facilities management.
- 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.
- To advise and assist members of the public on parking regulations and general inquiries.
- 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

- Processing payments and receipts and recording transactions in relevant journals and Ledgers
- 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- Revenue Protection and Travel Manager

AUG 2014 London Midland Railways

- 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.
- 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.

Education

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

Professional Training

- Compliance and Risk Management Course **CPD Certified**
- **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**
- **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** (Word, Excel, PowerPoint and Outlook)

References

Will be provided on request