

AHMED IQBAL

UAE Visa: Employment Visa (Meydan FZ)
UAE Driving License: Light Automatic Vehicle

Current Location: Dubai, United Arab Emirates

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[LinkedIn Profile URL](#)

ABOUT ME

I am an operations and HR professional with experience in the UAE and Pakistan. I enjoy managing teams, improving daily work, and helping things run smoothly. I am comfortable using tools like MS Office, HR software, and e-commerce platforms to support business needs.

CAREER HIGHLIGHTS

Operations Manager

Carmats L.L.C-FZ | Dubai, UAE | June 2024 – August 2025

- Managed daily operations and purchasing.
- Handled hiring, training, and performance reviews for the team.
- Improved work processes to save time and increase efficiency.

Call Center Team Leader

Techmiles Software House | Karachi, Pakistan | August 2023 – May 2024

- Led a customer service team to meet quality and performance goals.
- Trained new team members and helped improve their skills.
- Created better workflows to support customers faster.

HR Admin Officer (Remote)

Immigration Advisers UK | Karachi, Pakistan | March 2023 – April 2024

- Managed recruitment, payroll, and employee records.
- Helped create programs to keep the team happy and engaged.

Operations & Customer Service Supervisor

Road & Transport Authority | Dubai, UAE | October 2021 – December 2022

- Supervised marine transport operations and ensured safety standards.
- Managed team schedules and helped improve service quality.
- Assisted customers and handled daily operations.

HR Coordinator

AXA Surveyor Pakistan (Pvt.) Ltd. | Karachi, Pakistan | August 2020 – September 2021

- Supported HR tasks including hiring, payroll, and policy updates.
- Helped new employees with onboarding and paperwork.

Office Administrator

P&O Maritime Logistics – DP World | Dubai, UAE | October 2014 – March 2020

- Handled daily admin and operational tasks for marine services.
- Coordinated staff schedules and supported management with reporting.

INTERNSHIP

- HR Admin Assistant – LINGO School of Languages, Karachi, Pakistan (June – July 2020)
- Passenger Ground Services Agent – Sharjah Aviation Services, UAE (November 2019 – January 2020)

EDUCATION

Bachelor of Arts – Shah Abdul Latif University, Khairpur, Pakistan | 2012 – 2014

- Focused on humanities and social sciences, fostering critical thinking, communication, and analytical skills.

CERTIFICATIONS / PROFICIENT IN

- Digital Marketing
- Customer Service Professional
- Project Management
- HR Management
- STCW - Standards of Training, Certification & Watch-keeping
- Airport Ground Services
- IT Certificate

CORE SKILLS & EXPERTISE

- Operations Management
- Team Leadership
- HR & Recruitment
- Customer Service
- Administrative Support
- Microsoft Office
- Shopify / E-commerce
- Communication (English, Urdu, Hindi)