

Mustafa Mahmoud Mohamed

Administrative & Operations Manager | Office Operations |
Process & Workflow Optimization | Business Support

Abu Dhabi, UAE • +971502061209 • moustafa.elsafy@hotmail.com • LinkedIn Mustafa Elsafy



PROFESSIONAL SUMMARY

Administrative & Operations Manager with 15+ years of experience leading office operations, workflow coordination, and administrative performance across diverse service sectors. Proven ability to streamline operational processes, implement SOPs, and enhance service delivery while supporting decision-making through accurate reporting and documentation control. Known for strong organizational leadership, cross-functional coordination, and commitment to community initiatives and national volunteer programs across the UAE.

CORE COMPETENCIES

- Administrative Operations
- Office Management
- Workflow Optimization
- Operations Coordination
- Customer Service Management
- Staff Scheduling & Team Coordination
- Operational Reporting
- Stakeholder Communication
- Documentation Control
- Volunteer Program Coordination
- Community Engagement

PROFESSIONAL EXPERIENCE

Administrative Manager

2024 – Present

Gezaa w Afya — Dubai, UAE

- Coordinates daily administrative operations and monitors customer service performance to ensure service quality.
- Implements standard operating procedures (SOPs) to align departmental activities with organizational goals.
- Manages cross-functional communication to facilitate efficient service delivery and client follow-up.
- Maintains documentation control and streamlines internal workflows to improve administrative efficiency.

Founder & Administrative Manager

2023 – 2024

BMS Projects Management — Abu Dhabi, UAE

- Managed daily administrative operations supporting multi-department service delivery, improving workflow coordination and operational efficiency.
- Organized task scheduling and resource allocation to ensure timely service delivery and operational continuity across multiple service units.
- Prepared operational performance reports and administrative summaries for senior management to support data-driven decision making.

Executive Administration & Office Management

2021 – 2023

New Castle Contracting & General Maintenance — Abu Dhabi, UAE

- Oversaw business operations across multiple service units to maintain organizational stability and workflow continuity.
- Coordinated resource allocation and administrative support for diverse field units.
- Assisted senior management with operational planning, performance monitoring, and reporting.
- Managed customer interaction protocols and service follow-up systems to enhance client retention.

Manager & Customer Service Support

2019 – 2021

Endurance Gym — Abu Dhabi, UAE

- Managed facility operations and supervised front-desk staff to ensure a consistent member experience.
- Handled staff scheduling and updated front-desk protocols to improve daily operational flow.
- Addressed member inquiries and resolved service issues in accordance with company standards.

Administrative & Customer Support Officer

2017 – 2019

Ibn Sina Media — Giza, Egypt

- Assisted teams with operational tasks and scheduling to maintain efficient daily service flow.
- Supported internal coordination between departments to ensure smooth administrative operations.

Branch Operations Supervisor

2011 – 2017

Herbal House — Egypt

- Supervised branch-level administrative tasks and organized daily workflows for front-line staff.
- Managed task allocation and service orders to improve customer request resolution.
- Provided office coordination and documentation management to support internal communication.

Community & Volunteer Engagement | 2019 – Present

Emirates Red Crescent — UAE

Volunteer Operations Support

- Supported humanitarian and community assistance initiatives organized by the Emirates Red Crescent, contributing to logistics coordination and volunteer support activities.
 - Assisted in organizing and coordinating volunteer teams to ensure efficient execution of community and charitable programs.
 - Facilitated communication between volunteers and program organizers to maintain effective event coordination and operational support.

First Line of Defense Program — Fakh Al Watan Initiative, UAE

Healthcare Support Volunteer

- Provided operational and volunteer support to healthcare teams during the UAE national COVID-19 response, contributing to frontline support initiatives.
 - Assisted healthcare staff during high-demand periods and supported coordination of volunteer activities across healthcare facilities.

Sheikh Khalifa Medical City (SEHA) — Abu Dhabi, UAE

Healthcare Support Volunteer

- Supported healthcare operations and volunteer coordination at Sheikh Khalifa Medical City (SKMC), one of the UAE's leading government hospitals.
 - Assisted medical teams and administrative staff in managing operational tasks and volunteer support activities during community health initiatives.

Safe Shopping Campaign — UAE National Community Initiative

Community Safety Volunteer

- Participated in the national Safe Shopping Campaign, promoting public awareness of health and safety protocols in high-traffic commercial areas.
 - Assisted in guiding visitors and supporting community safety measures in public environments.

Seasonal Community Initiatives — UAE

Community Volunteer

- Participated in Ramadan community programs and charitable distribution initiatives, supporting humanitarian outreach activities.
 - Assisted in organizing public events and community gatherings to promote social engagement and community support programs.

EDUCATION

Diploma in Business Administration — 2006

CERTIFICATIONS & TRAINING

- MBA Preparatory Studies (Management Principles & Organizational Behavior)
- Advanced Diploma in Sports Training
- Digital Marketing Training
- English Language Certification (Business Communication)
- Certificates of Appreciation: UAE National Volunteer Programs (2019–Present)

LANGUAGES

- **Arabic:** Native • **English:** Professional Working Proficiency