

# GLAURJA BAJRAMI

## OPERATIONS MANAGER

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Business Bay, Dubai

### ABOUT ME

Business Administration professional with proven experience in operations, and project management across the UAE. Skilled in business setup processes, client relationship management, and financial oversight, with a strong background in stakeholder coordination and cross-functional leadership. Adept at guiding clients through complex procedures, ensuring compliance, and delivering tailored solutions that support business growth.

### WORK EXPERIENCE

#### Operations Manager

SEVA EXPERIENCE | 2024- PRESENT

- Oversee operations across Wellness, Café, Retail, Marketing, and Finance, ensuring 95% on-time task completion and cross-departmental alignment.
- Partner with Finance on budgeting and forecasting, maintaining reports within 5% variance and full UAE compliance.
- Manage licensing, contracts, and regulatory documentation with zero missed renewals.
- Develop and implement SOPs, improving efficiency by 15-20% and ensuring full staff adherence.
- Negotiate and monitor vendor contracts, achieving 10% annual cost savings and 100% legal compliance.

#### Project & Events Lead

SEVA EXPERIENCE | 2023- PRESENT

- Supported ownership in managing cross-departmental projects and operations, ensuring 95% on-time completion and goal alignment.
- Coordinated with external vendors and service providers, maintaining full compliance with UAE event and business regulations.
- Managed scheduling, budgeting, and contract negotiations, keeping costs within  $\pm 5\%$  of approved budgets.
- Facilitated communication across teams, ensuring smooth coordination and timely project delivery within scope.

#### Project Coordinator

ACROMAX MEDIA GMBH | 2021-2023

- Supported ownership in managing cross-departmental projects, ensuring 95% on-time completion and operational alignment.
- Coordinated with vendors and service providers, maintaining 100% compliance with UAE event and business regulations.
- Oversaw scheduling, budgeting, and contract negotiations, achieving cost efficiency within  $\pm 5\%$  of set budgets.
- Facilitated communication across teams, ensuring clear coordination and timely project execution within defined scope.

### EDUCATION

#### Bachelor of Business Administration

University of Tirana | 2016 - 2019

### CERTIFICATES

- Project Management Professional (PMP) - PMI
- Management Training Program (MTP)

### SKILLS

- Business Setup & Compliance
- Operations & Project Management
- PM Tools: Jira, Asana, Notion
- Financial Oversight
- Consulting & Stakeholder Relations
- Problem-Solving
- Initiative
- Adaptability
- English (Fluent), Albanian (Native)