

Rasul Din



*Transport & Fleet Operations / Sales Administration
& Customer Care Operations*

SUMMARY & EXPERTISE

I'd like to share my profound interest in the anticipated position; I am assertive that my resilient experience and qualifications in a people-oriented organization match the requirements for any position. I offer a successful track record with over **8 years** in **Transport Operations, Fleet Operations, Administrative Task, Parking Yard Operations, Sales Operations, Tendering and bidding, Customers Care operations, Operations Administration work & Customs Clearance Operations.** A consummate professional with planning, execution, monitoring and resource, cost, and finance-balancing skills, as well as the ability to handle multiple tasks in high-pressure environments and under tight deadlines. The accompanying résumé can give you further details of my responsibilities, skills, and accomplishments. I'd appreciate the chance to meet with you in person to discuss how I could be a vital part and an asset to your organization.

CORE SKILLS & STRENGTHS:

I.T. skills Software Windows Installations Programming/Networking/ including experience in Microsoft Office (Word, Excel, PowerPoint and Hardware Changing of mother boards/Rams/Processor/ fixing of Computer in kind of Fault)/ Teaching Skills/Project Handler/Camp Boss/ Photo shop/Videos Editing and Creating Videos/Land Survey/Online Selling/Online Advertisement

EDUCATIONAL QUALIFICATION:

- Have earned BSc (Bachelor of Science) Degree from University of Science & Technology Bannu Pakistan.
- IT (Information Technology) Diploma of One year successfully completed from (Trade Testing Board) Aptic Institute of Peshawar.
- MS Office Skills e.g. (MS Word, MS Excel, MS Accesses, MS Power
- Point) for 2 year from Different Academics.
- Certificate of Surveyor for six months from manpower ISO certified completed.

Valid UAE Driving License

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UAE Ajman

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Email Address:

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Date of birth = 13/02/1992

Languages known =

English - Arabic - Urdu Hindi

PROFESSIONAL EXPERIENCE:

Jan 2021- Feb 2022

Supervisor of Municipality Parking Operations

- Managing the parking management on daily basis.
- Making the daily report of the parking of progress.
- Collections on daily basis from our staff from Parking and making the reports of the Progress of the parking on daily basis with Finance representative.
- Managing the salaries and OT of our staff on monthly basis.
- Managing their annual leave applicant and as per our needs making arrangements.
- Submitting daily, weekly and monthly reports to Municipality Representative and our Managing Director.
- Making of daily reports of the vehicle IN and OUT as per the request of the Municipality.

October 2016- Jan 2021

Operations & Sales Administrator Officer

- Mankind of Daily quotation for Customers after getting their Queries trough Email and Calls
- Follow up Invoices and LPO with Customers & our Operations team for swift submission.
- Supporting Manager in performing Management functions such as staffing, training and Operation Flow as per the Management and Customers Requirements.
- Documenting and Preparing Reports to management, General Manager and Manager on Daily Operations Activities and follow up Operations Team Queries with manager for best and swift Operations flow.
- Reporting of Clients Complaints, Demands and Vehicle Trips availability of Fleet activity on daily, weekly and monthly basis to Manager.
- Dispatching and Conforming Daily basis Vehicles Trips in NEBRAS for swift operations.
- Reporting to Chairman, Vice Chairman, Executive, General Manager and Manager on Daily and Monthly Customers and Vehicles Status Utilization Summary Report.
- Submitting and Preparing of Tendering as per Customers Bidding Requirement with Operation Manager and Contracting Manager.
- Maintaining of all Technical Commercial documents for Tendering.
- Managed the Inflow and Outflow of all Documents from the Contractors, Constructors and Vendors.
- Keeping of all Contracts of Government and Private Companies and keep update.
- Administered the Work Flow Status of the Operation Team Properly with Manger.

Key Achievements:

- *Resolved 95% of customer enquiries and complaints*
- *Successfully Got Many Private & Government Contracts.*
- *Got an experience about Bidding & Tendering.*
- *Increased sales by getting Contracts.*
- *Got an Experience of Nebras ERP System .*
- *Allocate Equipments on monthly basis for projects as of the best quoted Rates.*
- *Got Promotion and Increment.*

March 2015 – Oct 2016

Operations & Sales Coordinator in Alsahraa General Transport:

- Making of Daily Quotations for Customers Queries as per their Request Inquiries.
- Supporting Manager in performing Management functions such as staffing, training. Operational Flow.
- Investigating and resolved customer's issues and complaints regarding operations matters.
- Handling all queries and client feedback in professional way and manner with Manager.
- Investigating and resolved customer's issues and complaints regarding operational matters – Handling all queries and client feedback in a professional manner with Manager.
- Reporting to Manager daily and Monthly activity of vehicles trips & Clients Complaints.
- Follow up Invoices and LPO with Customers and Operation Team for Swift Submission.

ASSIGNED AS AN ASSISTANT MANAGER FOR PROJECT OF FMS ERP NEBRAS SYSTEM

- Conducted research to Collect Assemble Data for Databases – Responsible for Design/Development of Relational Databases for Collecting Data from Operation Team.
- Maintained the Data Integrity, Extraction, Manipulation, Processing, analysis and storage.
- Discussed Intelligence and Information Requirements for FMS ERP NEBRAS SYSTEM with Internal Operation Team and external personnel.
- Cooperates Closely with Operation Team and Manager Experts, Project Engineers and Subject Matter Experts in Planning Analytical Methods for Data Collection, Data Variables, Storage, Analysis, and Statistics.
- Willingness to Work in cooperation with Operation Team and Collaboration with NEBRAS Team.

Key Achievements:

- *Resolved many customer enquiries and complaints*
- *Got an Experience about Customers while Sales and best Price in quotation.*
- *Got Training Experience for Drivers behaving with Customers*
- *Got an Experience of Nebras ERP System.*
- *Got an Experience of Managing a team.*
- *Assigned Assistant Manager for Nebras ERP System Data Entry and Collections.*
- *Got Promotion from Coordinator to Administrator Officer and Increment.*

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October 2013 - March 2015 (My first Professional job)

Operations Admin Assistance in Binjarah Al Falah

- Performed various secretarial/clerical duties such as documenting, photocopying, faxing, mailing, and organizing filing system.
- Sorted and distributed incoming communication data, including faxes, letters and emails.
- Filed and recorded corporate documentation, electronic files, inventories and reports.
- Supported staff effectively in assigned project-based work.
- Responsible for providing training and orientation to new employees.
- Daily Vehicle Workshop Reports of Maintenance.
- Approval of Repaired Vehicles for Trips.

Key Achievements:

- Got my first professional Experience where I capable of working in other forms.
- Successfully gained Language experience.

Nov 2011- Sep 2012 (part time)

Custom clearance (import & export) Operations Agent

- Import and export clearance process of Vehicle to Pakistan and Afghanistan on daily basis.
- After get in vehicles and trucks from Customs Inspector, do the rest process of GD (Goods Declaration) process and filing.
- Do the advance payment of duty taxes through PD account.
- After examination of the goods from Customs Inspector and Assessment by Assessment officer .we do rest of our process from the traders and the truck drivers about the good declaration payment process.

May 2007 – Jun 2011(part time)

Sales Man in Medical Store

- Performed as a link between pharmaceutical company doctors and pharmacists to ensure thorough knowledge/awareness regarding latest/new medical products on the healthcare market.
- Worked independently and as a team to generate meetings with health-care, Doctors and Pharmacists in order to sell medicinal products.
- Sales activities – Provided product quotes to customers as needed – Kept accounts and prepared sales records.
- Maintained medicine sell on daily basis facilities to ensure smooth functioning – Made arrangements and placed orders for new stock and supplies whenever necessary

Sincerely, Rasul Din

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Enc.: Resume