

## Resume

MUHAMMAD NISSAM.P.U

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## Objective

I am a highly motivated, innovative and ambitious young man, with full of ideas and keen about showing results. I want to be associated with a growth-oriented organization which will allow me in developing my skills in a more challenging way.

I can assure you that I can contribute more than my due share towards growth if placed in your organization.

## Professional Summary

During my professional tenure I have gained considerable experience as a Customer Service coordinator and Sales Engineer to be able to function at an executive level and quickly adaptable to any new working conditions, since my experience is of diversified nature.

## Experience

Year 2012 to 2020

worked as a Sales Engineer in I Bolt communications Pvt .Ltd Leading Telecom and ELV systems provider in Kerala, India.

### Job profile:

- Searching for new clients who could benefit from your products in a designated region
- Establishing new, and maintaining existing, relationships with customers
- Meeting regular sales targets
- Travelling to visit potential clients
- Persuading clients that a product or service will best satisfy their needs
- Managing and interpreting customer requirements
- Solving client problems
- Making technical presentations and demonstrating how a product will meet client needs
- Offering after-sales support services
- Recording and maintaining client contact data
- Coordinating sales projects
- Providing pre-sales technical assistance and product education

Year 2008 to 2011:

Service Center Supervisor

( Mohsin Haider Darwish L.L.C - Oman.)

### Job Profile:-

- To handle service reception, repair order opening, billing of service jobs
- Allocate the job to concerned Service Engineers
- Control the team of field technicians
- Overall responsibilities of the service center
- Carried out all kind electronics and home appliances equipment Repairs under company procedure

- Have been meeting the set targets and giving good business to the organization
- Ensure timely delivery of products to customers
- Responsible for checking monthly expenses
- Indoor Sales of spare Parts & Accessories
- Preparing purchase orders
- Inventory control
- Make the Quotation for Installation and Maintenance Service
- Documentation inside the Service Centre such as order Spare parts needed verify the parts which comes to the stock
- Prepare Reports to the management regarding sales/service enquiries

Year 2006 to 2008:

Maintenance supervisor

(General Electrical & Trading company - Oman.)

(sites Handled: Sultan Qaboos University, Al seeb Sports Stadium-Muscat)

#### Job profile

- Responsible for preventive maintenance of facility equipment, under direction from the Facilities Manager.
- Detect and report defective materials or questionable conditions to facility manager.
- Procure the material from different suppliers
- Negotiate and make sure the material are timely delivered
- Maintain the work area and equipment in a clean and orderly condition and follow prescribed safety regulations
- Perform other duties as assigned, including assisting inside the facility with general maintenance work.
- Supervise and coordinate activities of workers engaged in repairing or replacing of Electrical or Mechanical equipment and Civil maintenance works
- Requisitioned and purchased supplies and materials to complete projects; maintained records and inventory of activities and supplies used.
- Processed work requested and scheduled the appropriate facility personnel to complete the task
- Responsible for the overall maintenance of the building.
- Other responsibilities included: monitoring and participating in operations in assigned sections including inspecting projects, developing and implementing modifications and improvements, recommending and scheduling for contracts, negotiating prices and inspecting contractors work to ensure that safe work practices and operating procedures are followed.
- Interacted professionally with vendors, employees, maintained effective working relationships and worked in cooperation with management to effectively meet departmental objectives.
- Provided input into the development of the operating budget for the assigned area; ordered materials and supplies; assisted in the monitoring and tracking of expenditures.

#### Declaration

I hereby declare that the above furnished information is true to the best of my knowledge. I pledge to discharge my duties to the best of my abilities.

Place : Dubai

Date :

Muhammad Nissam

### Personal details:

Nationality	Indian
Date of Birth	31 <sup>st</sup> May1983
Religion	Islam, Muslim
Sex	Male
Marital status	Married
Languages known	English, Arabic, Hindi & Malayalam
Passport No:	L752852

### Educational Qualification:

Diploma In Electronics Engineering  
From state board of Technical Education, Kerala, India (2005)

Higher Secondary Education  
From University of Calicut, Kerala, India (2000)

Secondary School Leaving Certificate  
From Board of public Examinations, Kerala, India (1998)

### Computer Skills:

- Office Packages-MS-Office- Word, Excel, PowerPoint,
- Operating System- Win98/ME/XP/windows7
- Designing Packages-Adobe Photoshop
- Social media and Internet knowledge
- Oracle