

Good Day

As my resume indicates, I have **over 15 years'** experience in Managerial and Technical work procedures plus sound knowledge in IT. My experience involves a wide range of roles like **Customer Support, Leadership/Supervisor, IT/Network Support, Vendor/Procurement Management, Inventory Management and Secretarial /Administrative Management.** My day-to-day output reflects a high level of motivation, efficiency, and ability to meet any objective. I have a proven ability to troubleshoot, perform under a minimum amount of supervision, and demonstrate a high degree of initiative and good judgement.

My record of employment, demonstrates attributes that make me a valuable employee. In all of my employment positions, I have maintained an excellent records of being on time, prepared, and eager to take on new responsibilities.

My resume is enclosed to provide you with details of my skills and accomplishments, but I am certain that a personal interview would more fully reveal my desire and ability to contribute to your organization. Thank you for your time and consideration. I look forward to speaking with you soon.

Sincerely,

Faizal Ahamed



FAIZAL.A.M

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AREA OF EXPERTIES

- Customer Support
- Leadership / Supervisor
- Procurement / Inventory
- IT Support
- Event Management
- Secretarial / Admin

ADMINISTRATIVE ABILITIES

- ✓ **Customer Support:** Ability to speak confidently, stay positive, and offer the kind of reliable support. Let feel the customer that they are treated well. Patience and Adaptability in responding to customer with positively in any situations. Ability to read/understand the customer's current emotional state and to act professionally. Keenness in taking responsibility for the customer's care.
- ✓ **Technical Supervisor:** Special skills in coordinating the technical jobs which involves maintains administrative workflow by studying methods; developing reporting procedures. Maintains continuity of work operations by documenting and communicating needed actions to management.
- ✓ **Event Coordinator:** Excellent skills in Understanding requirements for each event. Plan event with attention to financial and time constraints. Arrange the facilities to the best as per the requirements. Manage all event operations. Do final checks before the event to ensure things that meets standards. Oversee event happenings and act quickly to resolve problems.
- ✓ **Inventory Management:** Excellent skills in Inventory with maintaining optimal stock levels to ensure timely availability of products plus managing excess and ageing stock and minimizing exposure to obsolete.

Career summary

A highly resourceful, flexible, innovative and enthusiastic individual who possesses a considerable amount of knowledge regarding Managerial and Technical work procedures. A quick learner who can absorb new ideas and is experienced in coordinating, planning and organizing a wide range of administrative activities. Well organized and an excellent team player with a proven ability to work proactively in a complex and busy office environment. I'm looking for a career advancement opportunity with a company that will allow developing my skills & potential.

Educational Qualification

- ❖ **B.Sc. in Information Technology.**

Total Work Experience (13 Years in UAE)

- ✚ **DAR ALKHALEEJ PRINTING AND PUBLISHING - SHARJAH**
Working as an Administrative Engineer in Technical Department, From July 2006-STILL

Duties and Responsibilities

DAR ALKHALEEJ PRINTING AND PUBLISHING – SHARJAH

The Company Who Pioneers in Printing and Publishing Daily News Paper and magazines (Large Scale Industry – 1000 plus staff)

Work Profile

- 1) **Customer Support** - Provide best customer support to companies' IT/computer, electrical, plumbing and general maintenance problems. Lead the task effectively to provide optimal solutions for the firm's technical problems. Provided remote support to branch office such as Abu Dhabi, Fujairah and RAK. Assist the clients of online users of PDF website for training and subscriptions.
- 2) **Technical Supervisor** – Supervise the jobs related to all technical functions such as PC, Printer, Photocopier, Telephone System, CCTV, UPS, and Electrical systems. Coordinate the technical staff jobs. Make enquiries plus order the purchase of Technical materials. Managing and maintaining budgets for the Servers, PABX & Telephone, UPS, Electrical and all technical related materials in the company plus give advice for the financial department for the financial benefits.
- 3) **Inventory Management** – Performs manual and clerical duties involved in store keeping operation for the hardware materials using computerized systems. Perform regular inspection of related materials. Issue and receive of material, keeping of all bulk stock checking the status of inventory. Receives and inspects delivered items for breakage, damage, deterioration and for completeness and accuracy of purchase.

- ✓ **Vendor Management:** Excellent Skills in Vendor management and purchase. To manage ordering more from the appropriate supplier and negotiate pricing and a timeline for delivery plus maintaining effective business relationships with suppliers.
- ✓ **Admin Works:** Answering telephone calls in professional manner. Excellent office document maintaining skills plus handling correspondence and filing using innovative methods. Excellent skills in arranging & serving meetings. Excellent knowledge in handling web site related user account management.

TECHNICAL EXPERTISE

- ✓ **Operating system:** Windows 7,8,10, Mac OS X & Linux Installation, Configuration & Troubleshooting.
- ✓ **Application:** MS- Office, Mac Application, Inventory , Security, Back up, Data Recover Apps, Advanced File handler apps, Email Apps (MS Outlook, Thunder Bird)
- ✓ **Cloud Apps:** Office 365/One Drive, Google office apps/Google drive, iCloud & Dropbox.
- ✓ **Hardware knowledge:** PC, MAC & Printer assembling, installation & Troubleshooting.
- ✓ **Server Knowledge:** Windows Server 2003, 2008 & 2012; Exchange 2003; Dell EqualLogic, File Server, Active Directory & Printer Server.
- ✓ **Network knowledge:** Router, LAN, TCP/IP, Domain, Internet, E-mail (POP3, IMAP & SMTP), CCTV, Access Control, Network Storage & Printer configuration & installation.

PERSONAL INFORMATION

Father Name : Mohamed Ali .A
 Date of Birth : 30th May 1977
 Religion : Islam
 Nationality : Indian
 Languages Known : English, Hindi & Malayalam

PASSPORT DETAILS

Date of Expiry : 21-09-2024
 Place of Issue : Malappuram, India.
 Visa status : Work permit visa.
 Driving License : Valid UAE License

- 4) **Procurement/Vendor Management** – Performed purchases variety of IT hardware and software. Experience in online and local purchases. Knowledge of slandered and leading vendors of corresponding items. Done important role in AMC/PMC contract deals for the company. Managed and maintained budgets for the Servers, PABX & Telephone, UPS, Electrical and all technical related materials in the company plus give advice for the financial department for the financial benefits.
- 5) **Computer Support** – Computer (PC, MAC & Server), Printer & scanner assembling, installing and troubleshooting operating system (Windows, Mac OS) and Variety software's such as MS- Office, Adobe, Antivirus and Printer software. Configuring and installation of TCP/IP, Internet and e-mail accounts as well network printers and storage.
- 6) **Office Secretary/Admin**– Assist IT Manager in meetings, IT budgeting, project and AMC. Do correspondence for the official emails. Perform administrative job for the office staffs duty/vacation schedule, write memos to the HR office plus document the work. Done excellent document control for the projects, purchase invoices, license, contracts, electronic bills plus information related to internet/web site/email, clients list etc. Well versed in online user account handle/registration for several agencies such as international news agencies, UAE Govt. official web sites, Social Medias, Email Domains etc.
- 7) **Event Coordinator**- Participated in the annual Alkhaleej conference as a coordinator for the jobs such as arrange manpower plus catering, decorators, necessary materials. Facilitate PPT, TV & Camera Recording. Send mass invitation (mass email sender) for all related groups and special invitation for VIP's. Provide best facility for guest travel and accommodation.

Other Achievements and training

- 1) **Taryam Training Center:** - The center provides yearly one month class for the journalists on different topics. My job is to setup class room with PC and projector. Make arrangements for the instructor (professor) requests. Provide best facilities for the attendees.
- 2) **Newspress work flow project (April to July -2015):-** Implementing paperless work flow for the entire process of prepress news paper work. My role was to provide all kind of administrative work for the project.
- 3) **DAK Wi-Fi project (July-2013):-** The project aim is to provide Wi-Fi facility for the entire company area. My role was to provide all kind of administrative work for the project. Which involves performing manual and clerical duties for the project paper work plus hard ware delivery and invoicing.

Declaration

I hereby acknowledge that all the information given above is true to the best of my knowledge.