



# MOHAMMED MADANI SHAIKH

## OPERATIONS CONTROL EXECUTIVE / TRANSPORTATION SUPERVISOR

Email: [madanishah29@gmail.com](mailto:madanishah29@gmail.com)

Mobile: +971586755966



## EDUCATION

### Karnataka University

2014-2017

- BCA – Bachelor of Computer Application

Shree Guru Sudhindra BCA BBA College

### Karnataka Education Examination Board

2011-2013

- PUC – Pre-University Course

SDM PU College

### Karnataka Secondary Education Examination

2000 - 2011

- SSLC- Secondary School Leaving Certificate

Marthoma English Medium School



## EXPERIENCE

### School Transport Services LLC, Dubai UAE

Dec 2019 – Present

### Operations Control Executive / Data Analysis

- Part of the 24/7 Control Room team, which dealt with monitoring 3,000+ passenger transport buses;
- Supervised all vehicles on road and assisted the drivers in ensuring set protocols where followed in case of any accident or incident;
- Assisted the IT team by monitoring all IT enabled systems were in working condition;
- Job included monitoring of driver behaviour on bus – fatigue monitoring, driver on phone alerts, etc;
- Ensuring all parents are informed of any delays or accidents through the crisis management process by using SMS portals for efficient communications;
- Escalations of any complaints coming from customers or passengers to the management team;
- Daily, weekly and monthly KPI performance reporting;
- Assisting in route planning and management of travel time through our route planning software;
- Controlling the process and printing of RFID cards.

### Royal smart limousine, Dubai UAE

April 2019 – Nov 2019

### Control Room Executive

- Managing the execution, direction, and coordination of all transportation;
- Replying and accepting the bookings via e-mail and web booking;
- Dispatching the trips on driver's app;
- Daily scheduling and handling multiple drivers and assigning drivers for trips;
- Answering customer enquiries and resolving complaints;
- Managing databases to ensure accurate data is available for transport activities, financial accountings, employee schedules and personnel records;
- Part of the 24/7 Control Room team, which dealt with monitoring 1000+ cars.

## PROFILE

To achieve high carrier growth through continuous learning along with all-round perfection in personal as well as professional competence and enhance my abilities to excel and contribute effectively to the organizational growth.

## CONTACT



Deira Dubai - United Arab Emirates.



[madanishah29@gmail.com](mailto:madanishah29@gmail.com)



+971586755966

## TECHNICAL SKILLS

- MS-Office
- Internet
- Outlook
- ERP
- Oracle
- Sales
- SAP
- Customer service
- Orion

## ACHIEVEMENTS

- Participated as Best Manager in Innovatia National Level Fest.
- Participated in sports (volleyball) at district level match while schooling and in college.
- Participated and Won in Volleyball tournament in school.

## ACADEMICS PROJECT

### VEHICLE INVENTORY MANAGEMENT SYSTEM

(ASP.NET as Front End and SQL as Back End)

## PERSONAL DETAILS

Father's name	Mohammed Saleem Shaikh
Gender	Male
D.O.B	25/05/1995
Marital Status	Single
Passport number	R4680095

## HOBBIES

 Travel	 Internet
 Music	 Cricket, volleyball

## LANGUAGES

English	<div style="width: 100%;"></div>
Hindi	<div style="width: 100%;"></div>
Kannada	<div style="width: 95%;"></div>
Arabic	<div style="width: 80%;"></div>
Urdu	<div style="width: 100%;"></div>

### Royal smart limousine, Dubai UAE

Dec 2018 to March 2019

### Chauffeur Service Coordinator (Dubai International Airport)

- Providing chauffeur service for passengers of Marhaba services;
- Replying and accepting the bookings via e-mail;
- Assisting the passengers till the car to smoothly handover the customer;
- Daily scheduling and handling multiple drivers and assigning drivers for trips;
- Answering to customer inquiries and solving complaints;
- Tracking the cars and follow up with drivers creating scheduling and reporting incidents;
- Organising schedules and routes, ensuring that vehicles are safe and meet legal requirements, and making sure that drivers are aware of their duties.

### GOLDEN JEWELERS, Mangalore India

July 2017 to November 2018

### Showroom Manager

- Handling the daily operations and management of the store.
- To oversee the staffing requirements of the store
- Dealing with customer service issues, prevent theft and handles advertising and promotions of the store.
- Assisting and managing the daily operations and activities of the jewelry store, as well as supervising employees with their daily work requirements.

### GOLDEN JEWELERS, Mangalore India

May 2011 to June 2017 (Part time)

### Sales Associate and Document controller

- Responsible for sales at Jewellery showroom;
- Handled leads and ensured they converted to a sale;
- Handled customer services;
- Taking payments and handling cash;
- Collecting and entering data in databases and maintaining accurate records;
- Compiled verify accuracy and sort information according to priorities to prepare source data for computer entry;
- Reviewed data for errors, correct any incompatibilities if possible and check output.

## INTERPERSONAL SKILLS

- Hard working, efficient, proficient and confident;
- High aptitude for learning and understanding;
- Knowledge of general and official procedures regarding transport rules;
- Excellent communication skills;
- Team player that listens and co-operates for team's success;
- Commitment to work;
- Adapting quickly and efficiently to different tasks and challenges.

I do here by declare that all the above information furnished by me are true and correct to the best of my knowledge.

MOHAMMED MADANI SHAIKH