



MOHAMMED MADANI SHAIKH

OPERATIONS CONTROL EXECUTIVE / TRANSPORTATION SUPERVISOR

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Mobile: +971586755966



EDUCATION

Karnataka University

2014-2017

Karnataka Education Examination Board

2011-2013

Karnataka Secondary Education Examination

2000 - 2011

- BCA – Bachelor of Computer Application

Shree Guru Sudhindra BCA BBA College

- PUC – Pre-University Course

SDM PU College

- 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



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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

Hindi

Kannada

Arabic

Urdu

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

MOHAMMED MADANI SHAIKH