



# ABDULLAH FAZAL MANNAN



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## SUMMARY

I am an enthusiastic person who is responsible and professional. I have proven leadership abilities in working as a team, handling multiple tasks, and hold great adaptability to any organization. I am looking to obtain a challenging position related to my educational qualifications, particularly in customer service and business administration functions.

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## CAREER

**JUNE 2020 –  
JAN 2021**

**VIA MEDICA  
INTERNATIONAL-  
COVID-19 (SEHA  
PROJECT)**

**JUNE 2019 –  
JUNE 2020**

**LOUVRE  
MUSEUM  
ABU DHABI**

**AUG 2015 -  
FEB 2018**

**TEAM 21  
GENERAL  
CONTRACTIN  
G L.L.C**

## OPERATION EXECUTIVE

- COVID-19 registrations.
- Assisting nurses with COVID-19 testing.
- Preparing teams for testing all over Abu Dhabi city and industrial areas.
- Dispatching teams.
- Arranging transport for the teams.

## VISITOR SERVICE AGENT

- Handling Ticketing.
- Was the point of contact and communication between customers and management
- Ensured all safety checks done prior.
- Made suggestions for improvements on various elements of the customer experience.
- Dealing with varying personalities and stressful situations in a personable and communicative manner.
- Resolving customer requests, questions, and complaints frequently requiring analysis of situations to determine the best use of resources.
- Diffusing complaints in a proficient and courteous manner.

## P.R.O AND BUSINESS DEVELOPMENT EXECUTIVE

- Contacting potential clients to inform and market our services through meetings, emails, and phone calls.
- Researching other organizations mainly through social media to identify new opportunities and new clients in need of our services.
- In charge of all the legal documents required, handling, processing and maintaining all legal documents up to date.
- Handling all approvals and processing required documents with all government organization

**NOV 2014 - JULY**

**2015**

**EMERALD  
FACILITIES  
MANAGEMENT**

**FACILITIES COORDINATOR**

- Served as a link between employees and outside contractors to maintain and fix emergency problems with building equipment.
- Attended calls of tenants.
- In charge of contacting supervisors and concerned person for maintenance according to the complaints of tenants.
- Taking reports of all problems.

**MARCH 2011 -  
APRIL 2012**

**DESIGNS &  
DIMENSIONS  
CO.L.L.C.**

**CUSTOMER SERVICE REPRESENTATIVE  
AND P.R.O**

- Provision of service and support to customers before, during, and after the job.
- Maintaining communication with clients and Project Team via telecom throughout the job process.
- Providing instant feedback to customers.
- Anticipating the needs of customers.
- Maintain, update and modify work schedules of labor personnel and maintained
- timely worksheet.
- Preparing/checking, receiving and handling the processing of all legal documents required.
- Maintaining correspondence with external governmental agencies related to projects.

**2007 TO 2010**

**ABU DHABI  
TERMINALS –  
UAE  
FORMERLY  
MINA ZAYED  
(SEAPORT  
AUTHORITY)**

**LEADING SEAMAN**

- Coordinating contact and foreseeing berthing and cast off of sea vessels.
- Arranging line handlers in a position
- Preparing berth free space for Mina Zayed
- Replenish and supplying fresh water for all the vessels and keep pertaining logs for
- revenue purposes.
- Deploying oil boom and recovery.
- Coordinating with the pilots onboard the vessels to bring the vessel in position
- according to the berthing plan.
- Transport for the pilot-to-pilot launch boat and back specified accommodations.

**2004 TO 2007**

**ABU DHABI  
TERMINALS –  
UAE  
FORMERLY  
MINA ZAYED  
(SEAPORT  
AUTHORITY)**

**SEAMAN**

- Berthing and disembarking for all types of marine crafts at Mina Zayed & Freeport.
- Assisting speedboat and pilot boat skippers on board in embarking and disembarking marine crafts.

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## EDUCATION

2017

ALBEDO SCHOOL OF MANAGEMENT

*Bachelors of Business Administration*

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## SKILLS

- Hardware and Software
  - Microsoft Office 365 Management
  - Time Management
  - ERP
  - Team Management
  - Project Management
  - Event Management
  - Negotiation
  - CRM
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## CERTIFICATION

Completed Basic Safety course and received a certificate for the same from Emirates - International Maritime Academy (EIMA)

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## LANGUAGES

Arabic, English, Urdu, Hindi, Pushto (Read, Write & Speak)

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**\*Holds Valid UAE Driving License**