



# SANDEEP SAM

## FM HELP-DESK / ADMINISTRATOR

Phone: (+971) 056 537 5536 | Email: sandeepsams77@gmail.com

Address: Abu Dhabi, United Arab Emirates.

### EDUCATION

- **Master of Business Administration (Finance & International Trade)**  
IIBMS Business School.  
Mumbai, India (2016)
- **Bachelors of Commerce (Taxation Law & Accounts)**  
University of Kerala.  
Trivandrum, India (2014)

### ACHIEVEMENTS

- ✓ **Promoted as FM Administrator cum CAFM Supervisor** in April 2019. After managed solely the Help-Desk prior to the implementation of FSI (CAFM).
- ✓ **Recognized as best performer of the month Oct '19** after achieving the best PMS report of the year.
- ✓ **Promoted as Accountant (Payables)** after performed well with government suppliers (ADNOC, Abu Dhabi Terminals etc...).

### SKILLS

- **FM Help-Desk**
- **CAFM**
- **Call Center Management**
- **Client Management**
- **Customer Service**
- **Accounting**
- **Leadership**
- **Administration**
- **Time Management**
- **Team Player**

### ABOUT ME

I'm 27 years old, FM Help Desk Officer, first point of contact to client, tenants, staff and sub-contractors contacting for Facilities Service; ensuring a world class facilities management. An efficient, customer centric solution seeker with effective teamwork skills. Experience in handling Accounts Payable / Receivables from a Multi-National Logistics Giant as well.

### WORK EXPERIENCE

#### Khidmah LLC

(Mar 2019 – Present)

Abu Dhabi, UAE.

#### FM Help Desk Officer (CAFM)

PROJECT: **WORLD TRADE CENTER, ABU DHABI.**



#### Duties & Responsibilities

- Monitor, plan and schedule both the PPM and reactive workloads for both in-house staff and Contractors. Responsible for the administration and operation of the Computer Aided Facilities Management (CAFM) system from an Operational Maintenance Perspective.
- Heading and Managing Computer-Aided Facilities Management - FSI.
- Ensuring the SLAs is met as per the operational target.
- Co-ordinate Stores requirements to ensure timely ordering, delivery and issuing of spares and materials to ensure KPIs are met, progressing and chasing overdue items
- Handling all calls, reactive tasks and call out tracker.
- Controlling PPMs of 40k assets a year.
- Keeping views on walk around points and PPMs.
- Preparing monthly reports to Management, Client and Tenants.
- Following up with the technician to get the work finished before deadlines (P1, P2 & P3)
- Assigning technicians / team leaders for each task.
- Uploading required docs in CAFM application to meet KPIs as per the target given.
- Supporting team to maintain The Mall, Souk and three towers.
- Supporting Management in making Technical Reports, drafting Business Emails, Letters etc...



## IT SKILLS

- ✓ **FSI - CAFM**
- ✓ **ERP Software.**
  - Dolphin.
  - Tally ERP.
- ✓ **MS Word, Excel, PowerPoint, Outlook etc...**

## COURSES

- ✓ **FSI - CAFM**
- ✓ **QHSE Internal Auditor.**
- ✓ **Fire Warden Training.**
- ✓ **SAP\_FICO.**
- ✓ **MS Office.**

## VOLUNTEERING

- ✓ **Abu Dhabi Police** "We are all Police Initiative".
- ✓ **Expo 2020 Dubai.**
- ✓ **UAE Red Crescent Volunteer.**
- ✓ **World Energy Congress 2019.**
- ✓ **Special Olympics 2019.**

## PERSONAL DETAILS

- Age : **27 years**
- Gender : **Male**
- Nationality : **Indian**
- Religion : **Christian**
- Place of Birth : **Kerala, India**
- Marital Status : **Single**
- Visa Status : **Employment**

## CONTACT ME

**(M): +971 565375536**

**(E): [sandeepsams77@gmail.com](mailto:sandeepsams77@gmail.com)**

## GAC Group

(Jan 2015 - Aug 2018)

Abu Dhabi, UAE

### Accounts Payable Accountant.



BRANCH: **NATIONAL SHIPPING GULF AGENCY CO. (ABU DHABI) LTD LLC**

### Duties & Responsibilities

- Cash Controlling (Cash payments and receipts - both AED & USD.)
- Arranging payments to the suppliers both local and international.
- Credit Controlling / Accounts Receivable.
- Performing reconciliations of Statement of Accounts.
- Preparing LPO requests and service completion markings.
- Preparation of Cheques (AED) and Wire Transfers (AED, USD, EUR, GBP etc...)
- Operate cash register and manage drawer.
- Regular scanning and uploading of documents.
- Entering purchase journal vouchers.
- Verification of Ageing Report in monthly basis etc...
- Cash withdrawals, Cheque collection & deposits etc...
- Statement Reconciliation reports to Abu Dhabi Terminals, Abu Dhabi Customs, and Abu Dhabi Ports etc...

## KEY COMPETENCIES

Customer Relationship | Management | Business Assistance  
 Computer Aided Facilities Management | Accounting  
 Accounts Payable | Credit Controlling | Petty Cash  
 Office Management | Administration | Call Center

## OTHER DETAILS

Driving License : **UAE, India.**

Languages : **Malayalam (Native)**  
**English (Fluent),**  
**Hindi (Working)**

**REFERENCES AVAILABLE UPON REQUEST**