



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

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(E): 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