

MOHAMMAD AHMED

Abu Dhabi-UAE

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Objective

Seeking a Challenging position as a Call Centre Executive that utilizes the competencies gained through years of Customer service/Facilities Management experience.

Profile HighLights

Extensive Knowledge and understanding of Work requirement in having KPI's achievement and Maintaining SLA's of Calls logging response and resolution.

Presenting data/reports to Engineering team to reduce reactive maintenance to proactive and predictive maintenance.

Over 5 Years' Experience in the Call Centre Facilities Management.

Work Experience

- ☞ **Position : Helpdesk Executive**
- ☞ **Company : Engie Cofely Besix Facility Management L.L.C ,U.A.E**
- ☞ **Duration : July 2019 till date**

- † The primary point of contact for enquiries and reporting faults for Abu Dhabi International Airport
- † Respond to the client queries/complaints through phone, emails & one on one request.
- † Logging the Calls to CAFM system (Concept Evolution) and assign to relevant supervisory team.
- † Follow up each request with concern supervisors/Engineers and all ADAC stake holders and update the reporter/client accordingly.
- † Track job progress to achieve KPIs of response and resolution times and following escalation procedures to avoid breaching of SLAs.
- † Generate daily and weekly reports.
- † Ensure all activities are carried out in conformance with HSEQ policies and procedures.
- † Listen to customers complains and report to the Manager for any critical issues.

☞ **Position : Call Centre Executive**

☞ **Company : Best Fixers General Maintenance L.L.C ,Abu Dhabi,U.A.E**

☞ **Duration : April 2018 till June 2019**

- † Respond to the client queries/complaints through phone, emails & one on one request.
- † The primary point of contact for enquiries and reporting faults for BFGM projects.
- † Logging the Calls to CAFM system (Concept Evolution) and assign to relevant supervisory team.
- † Follow up each request with concern supervisors/Engineers and update the reporter/client accordingly.
- † Track job progress to achieve KPIs of response and resolution times and following escalation procedures to avoid breaching of SLAs.
- † Generate daily and weekly reports.
- † Ensure all activities are carried out in conformance with HSEQ policies and procedures.
- † Listen to customers complains and report to the Manager for any critical issues.

☞ **Position : Helpdesk Operator**

☞ **Company : Royal Red Contracting Co. L.L.C ,Abu Dhabi,U.A.E**

☞ **Duration : August 2015 till March 2018**

- † Proactively communicate with customers and internal departments in a clear professional manner to give the best possible customer experience.
- † Logging calls to the CAFM asset database software.
- † Ensure calls are assigned to relevant supervisor/Engineering team immediately.
- † Generate daily Call logs reports to trace the status of tasks registered.
- † Closing job cards received from various departments.
- † Track job cards progress and ensure faults are repaired in an appropriate manner to achieve the KPIs of calls reported.
- † Respond to the emails received.
- † Focal point of all kind of communications and coordinations required.
- † Escalate critical issues to the managers for necessary follow ups and guidance.

☞ **Position : Office Assistant**

☞ **Company : Etisalat Facilities Management (Temporary on Student Visa), Abu Dhabi** ☞

Duration : Dec 2014 to May 2015

- ✦ Answering phone calls, Data Entry works and assist pass coordinator in arranging access passes, photo copying, scanning and emailing.
- ✦ Receives records and files incoming documents, mail and other communications addressed to staff of Department/Division/Section. Records and dispatches office documents as per approved office procedures and practices and Implementing and maintains filing system, both soft and paper for effective data base management.
- ✦ Data entry work is Maximo such as completion of job cards along with time records and comments.
- ✦ Preparing staff time sheets.
- ✦ Document controlling tasks, Always ensure all documents are kept at their rightful place.
- ✦ Perform any assigned duty in the office

Education

HSSC- Sheikh Khalifa Bin Zayed Arab Pakistani & College Abu Dhabi.UAE

Computer Skills

- ✦ MS-Office (Word /Excel)
- ✦ Internet & Emails
- ✦ CAFM(Concept Evolution ✦ FSIGO PDA mobile application.
- ✦ Maximo

Training & Orientation programs

- ✦ MS-Office (Word /Excel)
- ✦ Customer Service Excellence ✦ CAFM(Concept Evolution & Maximo) ✦ FSIGO PDA application & KALIPSO.

Personal Profile

Name : Mohammad Ahmed
Nationality : Pakistani
Date of birth : 12-08-1997
Place of birth : Abu Dhabi
Sex : Male
Marital status : Single
Passport No : ZS1151192
Place of issue : Pakistan
Date of Issue : 11-05-2016
Date of Expiry : 10-05-2021
Visa Status : Employment Visa
Driving License : U.A.E Light Vehicle License issued on 23-02-2015 and expires on 21-02-2021

Personality Traits : Good Communication Skills, Customers satisfaction strategy, Ability to work under pressure, Time management, Setting Priorities & Selfmotivation.

Languages : Fluent in English, Arabic & Urdu.

Born and brought up in U.A.E and familiar with the UAE customs and tradition.

References can be provided upon request.

Date: 21 September, 2019

(Mohammad Ahmed)