SYED

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**CAREER OBJECTIVE:**

To work in an environment that will challenge me further: while allowing me to contribute to the continued growth and success of the organization. Obtain a position that will provide me the ability to apply my engineering and customer service experience to a growing industry. Look forward to working with a company that promotes quality products and services: and provides me the opportunity to meet and excced assigned goals.

Highly motivated mechanical engineer with 2 years of expericncc and as a customer care executive. Strong ability to convince customers through high level of determination and positive attitude. A passionate and committed person who enjoys working with people from different backgrounds and is always eager to learn more and develop new skills.

**QUALIFICATIONS:**

'r Experience working in a corporate environment.

* Ability to balance workloads efficiently.
* Analytical, and able to work in a constantly changing work environment. r- Adapt easily to new concepts and responsibilities.
* Professionally trained in customer handling skills.

WORK EXPERIENCES:

1. AM Constructions: (January 2015 - January 2017)

Worked as a Mcchanieal Engineer.

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* Solving Technical problems on the site to ease the construction Activities.
* Conducting daily construction meetings with the EPC and Sub-contractor in order to achieve daily and weekly Progress.
* Conducting weekly QC meeting with contractor and sub-contractor to solve and achieve the Quality.
* Approve technicians and inspectors.
* To inspect welding activities and coating/painting activities all over the project.

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* Inspection for the nozzle for orientation, elevation and projection before and after welding.
* Witnessing and interpreting PT before and after welding of the nozzle.
* Witnessing hardness test after PWHT (Post weld heat treatment).
* Coordinating and cooperating with sub-contractor and client to achieve the required quality on time.
* Cooperating and Rectifying the Micro-biological Induced Corrosion repairs on time.
* Inspecting fit up and welding as per client specification and ASME B31.3
* Monitoring welding as per proper WPS (Welding procedures).
* Familiar with PT, MPT, UT and RT film interpretation.

1. **Tata Business Support Services Limited: (April** 2017 - **October** 2017')

**Worked as a Customer Care Executive.**

**RESPONSIBILITIES:**

* Deal directly with customers either by telephone, electronically or face to face.
* Respond promptly to customer inquiries.
* Handle and resolve customer complaints.
* Obtain and evaluate all relevant information to handle product and service inquiries.
* Provide pricing and delivery information.
* Perform customer verifications.
* Direct requests and unresolved issues to the designated resources.
* Keep records of customer interactions and transactions.
* Record details of inquiries, comments and complaints.
* Record details of actions taken.
* Maintain customer databases.
* Follow up on customer interactions.

**TECHNICAL SKIM ,S:**

Engineering:

* QA/QC piping.
* QA/QC welding.
* Piping design (sp3d).
* Piping Engineering.
* Non-destructive testing Level - II.
* Penetrant Testing (PT).
* Magnetic Particle Testing (MPT).

® Ultrasonic Testing (UT).

* Radiography Testing (RT).
* Visual Testing (VT).
* Meat ventilation and air conditioning (HVAC).

Programs:

* MS Excel.
* Auto cad.
* Solid works.

**y** Caesar II - Static Analysis.

* SMART PLANT 3D (sp3d).
* Equipment modeling.
* Piping modeling.
* Isometric extraction.
* GAD of piping and equipment.
* Structures.

ACADEMIC QUALIFICATION:

Bachelor of Engineering (B.E.) in Mechanical Engineering from Muffakham Jah College of Engineering and Technology Affiliated to Osmania University - Hyderabad. 2015.

PF.RSONAL DETAILS:

Profession: Mechanical Engineer.

Nationality: Indian.

Languages: English and Hindi.