**MOHAMED**

[Mohamed.331666@2freemail.com](mailto:Mohamed.331666@2freemail.com)

Ajman

United Arab Emirates



***PROFESSIONAL OBJECTIVE:***

A skilled, qualified, talented and young administration professional with experience in project Administration, permit receiving. Looking for a suitable position in administration field to utilize my knowledge and experience in a well organized environment.

My ultimate career goal is to be a high demandable person with sound knowledge and see an exciting and challenging career to further my skills, abilities and experience to fullest, and to work as an team to achieve company & own goals.



***PROFESSIONAL EXPERIENCE:***

1. **MPL Contractual Solutions (PVT) LTD.**

**Diesel & Motor Engineering PLC.**

**Customer Service Associate – April 2016 – Present**

* + - * Assigning sales enquiries
      * Coordinate the customer vehicle breakdown issues
      * Conducting various of surveys

1. **Telepix Technologies (PVT) LTD.**

**Customer Service Associate – August 2015 – April 2016**

* + - Ensuring an effective communication between the customer and the company
    - Identifying and resolving various customer queries, requests and complaints

1. **First source Dialog Solutions (PVT) LTD – Sri Lanka. Customer Service Associate - March 2015 – August 2015**
   * + Ensuring an effective communication between the customer and the company
     + Identifying and resolving various customer queries, requests and complaints
2. **IK Holding Company (January 2013 – February 2015) (Saudi Arabia)**
   1. **Chemanol Methanol Chemicals Company, Naphthalene Tank Project Permit Receiver / Administrator (August 2014 – February 2015)**
      * + Maintain time sheets of workers.
        + Coordinate with drivers & maintain vehicles.

II**) Waste Gas Project (Saudi Aramco)**

**Permit Receiver / Administrator (2013 July – 2014 August)**

* Explain the types of work permits, the roles of those involved in the work permit System and the requirements for receiving a work permit.

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* + - Maintain time sheets of workers.
    - Coordinate with drivers & maintain vehicles
  1. **IK Holding Company (2013-2014) - Administrator**
     + Using a variety of software packages, such as Microsoft Word, Outlook PowerPoint, Excel, Access, etc., to produce correspondence and documents and Maintain presentations, records, spreadsheets and databases.
     + Coordinate with drivers & maintain vehicles.

1. **Hutchison Telecommunications Lanka (Pvt) Ltd – Sri Lanka**

**Customer Service Executive (2012 – 2013)**

Hutchison Telecommunications Lanka (Private) Ltd provides affordable and accessible mobile telephony plus useful value added services under the “Hutch” brand covering all major population centers in all parts of Srilanka. Served as a Customer Service Executive in 2012

* + Identifying and resolving various customer queries, requests and complaints
  + Ensuring high levels of customer satisfaction

1. **TIP TOP FOOD & BEVERAGES (PVT) LTD – United Kingdom**

**Store Supervisor (2009-2012)**

A form of grocery store is a self-service store offering a wide variety of food and Household merchandise in London.

* + Assist other store employees with their work.
  + Disseminate tasks and orders to employees.
  + Train and evaluate trainees.
  + Check the flow of the store from time to time.
  + Encode the delivered or ordered materials or products.
  + Assist the customer with their demands, suggestions and complaints.

1. **VX Telecom Ltd – Sri Lanka**

**Customer service agent (2008- 2009)**

VX telecom is one of the leading international call providers in the UK and offering services up to five international destinations. As a Customer, service agent at Sri Lanka branch.

* Ensuring high levels of customer satisfaction
* Identifying and resolving various customer queries, requests and complaints
* Take payments from customers via debit/credit cards



***LEADERSHIP AND TRAINING:***

* Member of the College Board of Prefects. (2005-2007)
* Member of the College Western Band. (2004-2007)
* Member of the Social Club of Gampola Zahira College Gampola
* Member of St John Ambulance since 2001
  + Camp leader in the Provincial camp-2006



***EDUCATIONAL QUALIFICTIONS:***

* **General Certification of Examination (Advance Level) – AUG 2007**

Department of Examination, Ministry of Education, Sri Lanka. Commerce Stream.

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Resulted with 02 ‘S’ pass for English and Business Studies.

* **General Certification of Examination (Ordinary Level) – DEC 2004**

Department of Examination, Ministry of Education, Sri Lanka. Resulted with 02 ‘B’s, 03 ‘C’s and 04 ‘S’ passes



***PROFESSIONAL QUALIFICATIONS:***

 **Higher National Diploma in Business**

Obtained at Nelson College London (2010-2012)

 **Diploma in Business Administration**

Obtained at Business College of London (2009)

 **University Foundation Course-August (2008) – Credit Pass**

**Course Contents:**

|  |  |  |
| --- | --- | --- |
|  |  |  Introduction to Accounting & bookkeeping. |
|  |  |  Certificate course in English |
|  |  |  Introduction to Management & Marketing |
|  |  |  Diploma in Information Technology. |
|  |  | |
|  | ***LANGUAGE PROFICIANCY:*** | |
|  | English | : Read, Write & Speak |
|  | Sinhala | : Read, Write & Speak |
|  | Tamil | : Read, Write & Speak |
|  | Hindi | : Speaking only |



***PERSONAL DETAILS:***

NAME

DATE OF BIRTH

NATIONALITY

MARITAL STATUS

GENDER

: Mohamed

: February 26, 1989

: Sri Lankan

: Married

: Male

I hereby certify that the information given above by me are true and correct to the best of my Knowledge.

Thank you,



Signature Date

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