**Curriculum Vitae**

**HISAM**

**HISAM.355680@2freemail.com**

**Career Objective**

A highly organized and detail-oriented Looking for a challenging opportunity, to showcase my skills productively and also an immense opportunity to grow technically.

**Expertise**

* **6+ years** over all experience in **Document Controller / Administration work**.Excellent knowledge in all the areas of MS office (Excel, word, PowerPoint & Access).
* Hands on Experience in **WRENCH** **–** **EDMS Application tool for Documentation.**
* **Strong skills** of data Management & **Management Information System.**

**Career History**

 Since **Feb** **’2015 to till date,** working as **Document Controller** in

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| **Company** | **:** | **ETA - Power Project Division, Abu Dhabi – UAE** |
| **Client** | **:** | **Abu Dhabi Gas Industries (GASCO)- UAE** |
| **Project** | **:** | **5283-(ASAB/BUHASA Package)** |

* Since Feb ’2010 to Jan ’2015, worked as **Administration, Visa Document Details** **Entry & Ticketing** in **Taufiq Manpower Consultants p Ltd,** Chennai - India.
* Since June ’2009 to Jan ’2010, working as **Data Entery work** in Hannan Hard wards Ltd, Mayiladuthurai - India.

**Scholastic Record**

 **B.A** (Bachelor of Arts from Bharathidhasan University in Tamil Nadu, India )

**Software Proficiency**

* **Application Tool - SAP / WRENCH.**
* Application – MS word, Excel, PowerPoint, Typewriting Lower Grade.
* Databases - Access.
* Operating System – Windows 8, 7, XP.

**ersonal Strengths**

* Positive attitude and Hardworking.
* Willingness to learn and grasp at the earliest.
* Co-operative with high level of team spirit.
* Highly committed to the execution for the given work.
* Good Customer relationship.

**Roles & Responsibilities**

 **Document Controller:**

1. Document in-charge for all engineering documentation for contracting Projects for **GASCO** **Project**
2. Understanding Client numbering procedure and assigning document numbers for all engineering documents.
3. Preparing and Data Entries for DTS – (Document Transmittal Sheet) for all outgoing (submission) and incoming (comment sheets) documents
4. Responsible for issuing Engineering Documents to Client through Electronic Data Management System (**EDMS** **–** **WRENCH Application tool for Documentation**) as per

client distribution matrix.

1. Arranging Documents / Drawings in time for submission and Forwarding the comment sheets to Suppliers / Sub-contractors.

o Effective Register maintenance for all projects with good manuscript.

1. Safely keeping the documents / drawings in the respective equipment wise files till the end of the project.
2. Interacting with Consultant, Sub-Contractors, Site Offices, Suppliers and Manufacturers in connection with the documentation.

Maintaining the document files as per ISO procedure and Maintaining & updating the British standard and IEC Standards.

1. Prepare, update and generate the following reports for documents tracking sheet. (Pending documents with client and consultant).

Pending documents with suppliers and engineers.

1. Co-ordinate with Site whether the drawings/documents are reaches them in time. If not arranging the same.

o Maintaining hard copy and soft copy of the documents & ensuring the acknowledgement of documents/drawing transmittals from site.

o Issuing Technical Query to client and following with client to receive response and forwarding the same to concern team / maintain register.

1. Admin in Electronic Data Management System (**EDMS** **–** **WRENCH**) o Responsible for performing high-level Clerical/Office administration support, day-to-day operations and to assist in accomplishing specific special office projects.
2. Prepare Final Dossiers Indices for Client approval. Arrange Final Handover Dossiers as per the approved indices for onward submission to client through Company’s Certification

Engineer.

1. Responsible for organizing and conducting Archiving & disposal of Project Files as per contractual requirements & in-house procedures at the end of the Project.

o Submitting Released for Construction (RFC) drawings.

o Submitting Field Change Request (FCR) to Consultant and Client.

1. Co-ordination with personnel department regarding staff & worker’s requirement for various sites.

 **Service Controller / Administration:**

o Providing high quality, up-to-date documentation for all service arrangements. o Motivating and guiding a team.

1. Seeking out, establishing and maintaining relationships with operational contacts within each client.

o Making sure that all account and contract details are up to date.

o Making all arrangement of tools and following with technician’s to get work done on time. o Investigating technical issues.

o Accurately recording service times, job costing and invoicing in the Service Department. o Complaint Management.

1. Service related coordination between service manager / service executive / technicians & Client.
2. Focusing to complete 100% SOS (state of service) Escalating operational issues to senior management.

o Proactively developing and retaining key customer accounts.

o Maintaining effective control of expenses by regularly examining management accounts and comparisons with budgets.

o Arranging for all outstanding debts to be collected within due time periods set.

1. Seeking out, establishing and maintaining relationships with operational contacts within each client.

o Taking corrective action where inadequate performance is suspected.

o Assisting in the development of a customer service policy for the company. o Following up on all outstanding issues.

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|  |  | **Personal Details** |  |  |
|  |  |  |  |  |
|  |  | Date of Birth | : | 08th Dec 1983 |
|  |  | Gender | : | Male |
|  |  | Marital status | : | Married |
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|  |  | Visa Status | : | Residential |
|  |  | Nationality | : | Indian |
|  |  | Languages Known | : | English, Tamil & Hindi. |