**Curriculum Vitae**

 **Shamshur**

**shamshur@2freemail.com**

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**Work Summary:**

* Over 8 years of experience in Facilities Management Administration, Software Enterprise Asset Management (EAM / CAFM), Construction Database management, Administration, Technical Content Writing, Client Relationship, and Team Management.
* Excellent professional communication skills,
* Superior attention to detail, calm under pressure, proactive and confident.
* Standing ability to develop and maintain constructive and cooperative working relationships with individuals at all levels of the organization.
* Management, data development, Issues resolution, Training and Development.
* Computer literate and internet savvy.

**FUNCTIONAL EXPERIENCE**

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| **Functional Experience** | **Specialist Area** | **Years of Experience** |
| Construction/Facilities Management | MEP/Civil Asset Data Base Management, Commercial & Residential | 4 Years |
| BPO/KPO/Software | Operations/CRM/Oracle, SQL Management Studio EAM/CAFM support ,SAP, Technical Writing | 4 years  |

**Work Experience:**

**Tafawuq Facilities Management**

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* Working on interface of SAP R/3 Plant Maintenance module application for diversified project.
* Maintaining Master data for the Assets, Function Location, Equipments.
* Upload the Master Data in SAP R/3.
* Upload Maintenance Planner in SAP.
* Maintaining SAP Financial as per the Plant Maintenance PM module and Profit center & Cost center
* Processing Asset tagging in CAFM
* Trouble shoot SAP data base query and application issue.
* Trend analysis of MEP-Civil Jobs.
* Asset Management Data base report.

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**Inaya Facilities Management**

**Worked as a CAFM/EAM Administrative Officer/Team Leader in Inaya Facilities Management ,Dubai w.e.f 10 August 2011 to Oct 2015**

* Leading a team of EAM/CAFM associates & Facilities Management call center associates for a MEP/Civil residential & commercial project-Malls
* Administrating the premium commercial and residential properties.
* Working on interface of EAM and CAFM application for diversified project creating work requests and work orders.
* Customizing Oracle EBS R12 EAM and CAFM interface
* Processing Asset tagging in CAFM
* Troubleshoot EAM/CAFM application
* Assigning PPM (Plan Preventive Management) work to the technical MEP-Civil team
* Asset Management report and CRM report
* Training Delivery and Management Instructional Design
* Generating QMS process documents
* Drafting newsletter, quotation, and business proposal
* Maintaining Customer service report& monthly dashboard

Interacting with the clients and customers

* Handled the content development process for training modules.
* Managed the process linked with client interface, designing of updates and modules as per the standards set by the client.
* Developed online repository of product knowledge and updates.
* Maintain current product knowledge for each CRM member by taking calls, attending team meeting
* Conducted Dipsticks and monthly assessments to assess the floor health
* Quality analysis for the team
* Updating the Weekly and Monthly reports to Client
* Check listing the data, which are fed into the System

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| Ayush Software |  |

**Ayush Software Pvt Ltd**

**Worked as a Content Technical Writer in Ayush Software Pvt Ltd w.e.f May 2010 till May 2011**

* Content development for effective optimization
* Doing research analysis for the key words
* Technical writing for Safex touch screen, Samsung Corby and Nokia.
* Developing Instruction manual for training
* Social media management
* E-Marketing management
* Uploading pictures and contents
* Writing application and product manual
* Scripting review of the Electronic gadgets
* Checking plagiarism of the contents uploaded on the websites
* Updating the old contents on the web-site
* Take care of the work allocation received from the offshore clients on the daily basis.
* Updating client record in the system



World Network System

Aviva UK

**Worked as Senior CSA - (AVIVA U.K) in WNS Global Services w.e.f 26 Nov 2007 till 10 May 2010**

* Administrating and coordinating with the AVIVA UK Clients and the customers
* Processing live policies and underwriting terms on SAP database
* Developing Customers Insurance Underwriting documents for the insurance product and updating new updates and newsletters
* Writing proposal for the customer as per the request received
* Designing instruction manual for the training, conference and meeting purpose
* Sending letters and manual invoice to the policy holders
* Updating the Weekly and Monthly reports to Client
* Check listing the data, which are fed into the System
* Maintaining all official record related AVIVA Healthcare Insurance
* Provide process training

**Educational Qualification:**

* Bachelors of Arts - Passed in 2009 from Bharti Vidyapeeth University
* Masters in Computer Application-Passed in 2011 from IIMe.
* Diploma in Construction Management-Passed in 2012 from IIMe.

**Professional Diploma:**

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1-Completed Advance Diploma in **Technical Writing Certification** from System Domain in 2009

**Skills:**

* **Software technical writing**
* **Bid writing**
* **Documents Designing**
* **Fliers, Brochures and Newsletters**
* **QMS Instructions and User manuals**

**Computer tools:** Content Management System(CMS), thebox.net, Instructional designing, Robohelp, Snag-IT, visio, Microsoft Word, Excel, Power Point, HTML



2-Completed Certification of **Oracle EBSR12** in 2015 from Radical Technologies

* Customizing Oracle EBS R12 EAM and CAFM interface
* Integrate and manage the Data Base
* Customization of Oracle Form