CURRICULUM VITAE

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**Syed**

Email IDs: [**Syed.373776@2freemail.com**](mailto:Syed.373776@2freemail.com)

**Personal Statement:**

Excellent organizational and administration skills, with experience in dealing with customers and high level workloads within strict deadlines.

**Saudi Oger Ltd. Jeddah, Saudi Arabia**

**Period: November 2012– December 2016**

**Position: Controller MMS (Maintenance Management System) Project: King Abdullah University of Science & Technology**

**Job Responsibilities**

To handle all related issues to the support service of Maintenance Management System Department within 74060 Campus support (29 High Tech. Buildings), it will include and limited to the supervision of all SAP systems and its associated modules, all support documentation and required projects compilation. My job responsibilities include:

**Project Coordination**

* Handles and Monitor all the operation maintenance requests as well as plans for each type of works either planned jobs or unplanned jobs for example, preventive maintenance programed major breakdown
* Ensures operation of equipment by completing preventive maintenance requirements; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques
* Creates and revises systems and procedures by analyzing operating practices, record keeping systems, forms control, office layout, and budgetary and personnel requirements ; implementing changes
* Completes operational requirements by scheduling and assigning administrative projects; expediting work results
* Managing manpower activities for any operation & maintenance works
* Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies
* Responsible for the document control section of whole project which includes receiving & sending documents, keeping records etc.
* Resolves administrative problems by coordinating preparation of reports, analyzing data, and identifying solutions
* Handling, analyzes, investigate, and resolve customer complains tickets
* Conducting online interviews, for department as per staff requirement
* Responsible for Project Orientation training for new staff
* Responsible for training all new employees in department
* Reporting all issues to MMS Manager related to site
* Coordinating with the Service Managers & Unit Managers about unusual situations affecting productivity, accuracy and efficiency of data flow.
* Input data feeding for SharePoint, Maximo, SAP-PM, SAP-CRM & HPSM Software.
* Handling the Master Key Authorization List.
* Team Leading and Supervising.

**Reporting Analysis**

* Managing SAP issues in Saudi Oger Work Control Center, Providing Daily, Weekly, Monthly etc. Reports to management, Follow-up on pending tickets, Mitigating Issues, Record Management etc.
* Preparing statistics reports for RM & PM Data
* Prepare and review operational reports and schedules to ensure accuracy and efficiency
* Defining and Finalizing Templates for PM master data (functional locations), to be uploaded to the SAP System.
* Also extracts the reports from Maximo. And creates, modified and follow up the work orders in Maximo.

**IT Support**

I am also handling all IT Issues related to my office & project which includes:

* Provide client support and technical issue resolution via E-Mail, phone and other electronic medium.
* Configure software to connect to Internet application servers.
* Troubleshooting all network, scanners, printer’s issues.
* Installation of Desktop Operating System (Windows 2000, XP, VISTA & WINDOWS 7), Upgrading and Troubleshooting of Computer, Antivirus & Software Installation.

**Computer Skills:**

* Professionally Experienced in Microsoft Office.
* Expert in MS Outlook, MS Word, MS Excel, MS PowerPoint, MS Visio.
* Operational experience in maintaining complex IT environments.
* Installation of Desktop Operating System (Windows 2000, XP, VISTA & WINDOWS 7), Upgrading and Troubleshooting of Computer, Antivirus & Software Installation.
* Troubleshooting all network, scanners, printer’s issues.
* Trained in SAP-PM (Plant Maintenance System) & SAP-CRM (Customer Relationship Management).
* Trained in Maximo.
* Appreciable typing speed (45-50 wpm)

**Infotech Enterprises.Motihari,Bihar, India**

**Period: November 2008– October 2012.**

**Position: Team Leader – Document Control**

**Job Responsibilities**

* Maintaining files/registers and other important documents both hard and soft copies.
* Responsibility for easily traceable and smooth functioning of office activities, and others secretarial jobs, independent operation etc.
* Provide a search, retrieval, ordering and re-filing service for end users to access documents stored both physically and digitally.
* Manage the lifecycle of the documentation and correspondence.
* Ensure compliance with document management standards and procedures
* Adhere to change management procedures when documents are modified.
* Document handover after project completion.
* Compare data with source documents, or re-enter data in verification format to detect errors.
* Compile, sort and verify the accuracy of data before it is entered.
* Locate and correct data entry errors.
* Maintain logs of activities and completed work.
* Maintaining an effective working relationship with co-workers and maintain confidentiality as appropriate.
* Review files, records, and other documents to obtain information to respond to requests.
* Troubleshoot problems involving office equipment, such as computer hardware and software.
* Handling the Submittal or Transmittal.

**Electron, Motihari, Bihar, India**

**Period: December 2004– October 2008**

**Position: Technical Clerk**

**Job Responsibilities**

* Create, document, and review work instructions to help deal with similar incidents and requests.
* Read source documents such as canceled checks, sales reports, or bills, and enter data in specific data fields or onto tapes or disks for subsequent entry, using keyboards or scanners.
* Load machines with required input or output media such as paper, cards, and disks.
* Select materials needed to complete work assignments.
* Store completed documents in appropriate locations.
* Taking care of intranet networks, and troubleshooting if any problem.
* Participate in Administrative activities.
* Handling IT Inventory List on site.
* Preparing the reports as per requirement of upper management in priority basis.
* Scanning & Printing of any types of document.
* Troubleshoot problems involving office equipment, such as computer hardware and software.

**Professional Technical Training**

* Microsoft Share Point
* SAP PM Module End User
* SAP CRM End User
* HPSM End User
* Maximo User

**Educational Qualification: Matriculation** IInd Div. From B.S.E,B, Patna

**: Intermediate** Ist Div. From B.I.E.C, Patna

**: B.Com (Account)**Hons.Ist Div. From B.R.A.B.U. MUZ.

**Technical Qualification : PGDCA from InfoTech Institute Pvt. Ltd., MOTIHARI**

: **Certificate in Hardware Assemble and Maintenance, NOS**

**Award Received :Employee of the Month for the Month of July 2013.**

**:Employee of the Month for the Month of December2013.**

**:Employee of the Month for the Month of October 2014.**

**Training & Sminars Attended**

**: Employee Accountability**

**LOCATION: FMD Camp – HR, Training Center**

**King Abdullah University of Science and Technology**

**: Skill for the Administrative Assistant**

**LOCATION: FMD Camp – HR, Training Center**

**King Abdullah University of Science and Technology**

**: CRM (Customer Relationship Management)**

**LOCATION: FMD Camp – HR, Training Center**

**King Abdullah University of Science and Technology**

**: Health & Safety Induction Training**

**LOCATION: FMD Camp – HR, Training Center**

**King Abdullah University of Science and Technology**

**: Time Management – Get Organized for Peak Performance**

**LOCATION: FMD Camp – HR, Training Center**

**King Abdullah University of Science and Technology**

**: Customer Satisfaction**

**LOCATION: FMD Camp – HR, Training Center**

**King Abdullah University of Science and Technology**

**Personal Details:**

Date of Birth : 11/12/1982

Nationality : Indian

**Languages Known:**

## English, Hindi and Urdu

**Strength:**

* Appreciable interpersonal communication skills.
* Good presentation & rapport building skills.
* Capable of facing up to responsibilities assigned.
* Capacity of working & excelling in work, under pressure.
* Self-Confident and focused plan go-getter.
* Aptitude for learning new skills.