**RESUME**

**THARISH**

**Email:** **tharish.388280@2freemail.com**

 **Career Objective**

To be a part of an organization where the prospects are unlimited and individual is recognized by his work. Am looking ahead to work in a challenging environment and strive for excellence.

**Work Experience – 6 Years +**

**1. Facilities Management Administrator (Temporary vacancy)**

**Morganti Facilities Management**, from 26-11-2018 to 09-01-2019

**Job role**

* Helpdesk Role : Attend & Maintain call logs and status updates. Recording complaints in CAFM system.
* Coordinating field technicians / Specialist contractors for Reactive and PPM activities.
* Coordinate Material Purchase for approved works
* Coordinate Client approval for reactive works involving additional expenses. Prepare quotations for the same. Follow up of payments and coordination with Accounts dept.
* Tracking contract expiries and managing renewal of contracts.
* Petty cash expense logging and reporting.

**2. Facility Management Helpdesk Operator**

**Etisalat Facility Management**, subsidiary of a leading telecom company in United Arab Emirates from 15-12-2013 to 08-12-2017.

**Job role**

* Helpdesk Role : Attend & Maintain call logs and status updates. Recording complaints in CAFM system.
* Expert in CAFM / Helpdesk Software / Applications
* Coordinating field technicians / Specialist contractors for Reactive and PPM activities.
* Monitor and Support operation teams to ensure KPI achievements
* Reporting and Coordination with various departments
* Maintaining day to day reports
* Managing incoming and outgoing calls and emails
* Updating employee time sheets and administrative records.
* Customer care and feedbacks.
* Managing shifts for call center staff to ensure 24/7 uninterrupted support. Worked in all shifts.

**3. Office Administrator**

**SWARAJ BANKERS**, a private finance institute at Sreekrishnapuram, Palakkad, Kerala, India from 01-09-2011 to 30-09-2013.

**Job role**

* Customer Handling and coordination
* Office administration and Front office handling
* Coordinating field staffs and time keeping
* Assisting accounts department in customer accounts & Pay roll
* Managing Documentation, Communications & Reporting.

**Education**

|  |  |  |
| --- | --- | --- |
| **Qualification** | **Year** | **University /College/ Board** |
|  Bachelor of Computer Applications  |  2011 |  Periyar University  Selam, Tamil Nadu, India  |
|  Plus Two |  2007 |  Karimpuzha HSS Thottara  Kerala, India  |
|  Secondary School Leaving Certificate  |  2005 |  Kalladi HSS Kumaramputhur  Kerala, India  |

**Professional Qualifications**

* Computerized Diploma in Accounting
* Diploma in Airport Management and Customer Care

**Skills**

* Communication
* Decision Making
* Time Management
* Self-motivation
* Leadership
* Adaptability

**Computer Proficiency**

* Expert in Microsoft Office Applications (Word, Excel, Power Point)
* Experienced in HP Service Manager & Remedy
* Experienced in IBM Maximo & Concept Evolution
* Internet, Outlook & Windows Operating Systems.

**Personal Details**

Nationality : Indian

Religion : Islam

Marital status : Married

Languages known : English, Malayalam, Tamil, Hindi