**Shiek**

[**Shiek.348930@2freemail.com**](mailto:Shiek.348930@2freemail.com)

**CAREER OBJECTIVE:**

            To work and grow in an environment where performance is rewarded with new responsibilities. Enthusiastic towards acquiring professional attitude in a knowledgeable environment and to grow along with the organization as a core member of the same. I want to be creative learning and contributing towards the success of company.

**WORK EXPERIENCE:**

**Fleet In charge**

**Dubai Driving Center, Dubai, UAE**

**August 2016 - Present**

**Duties:**

* Fleet management of over 750 vehicles.
* Ensuring the Vehicle fitness passing test is conducted on a timely basis to avoid fines.
* Ensuring all the vehicles tagged with salik has enough balance for usage.
* Preparing Salik consumption reports on a monthly basis, per vehicle wise.
* Ensuring all the legal procedures are followed when accidents happen.
* Reporting the Accident incidents to the QHSE team and to the RTA department.
* Monitoring and Preparing Fuel consumption reports on a monthly basis.
* Processing timely renewal of vehicle insurance.
* Preparing vehicle fines report and submitting to the top management.
* Verifying and approving the invoices generated by the internal garage.
* Verifying and approving all the job cards for vehicle maintenance.
* Maintaining all the Registration/internal transfer/damage/repairs/accidents/fines reports.
* Monitoring the daily POWDER check sheets filled by the employees using company’s vehicle.
* Conducting the Monthly Vehicle Assessment on all the vehicles and submitting the reports to the QHSE manager.
* Preparing overtime of all the employees associated.

**Customer Service Officer**

**Dubai Driving Center, Dubai, UAE**

**October 2014 – August 2016**

**Duties:**

* Supervising the daily operations and ensuring the smooth flow of day to day business.
* Booking/Arranging the student’s practical classes prior to their availability and timings.
* Assisting the operations manager in administrative tasks like preparing daily utilization reports, graphical presentations on the monthly admissions, preparing monthly overtime of the instructors and staff, generating daily cash reports of all the branches etc.
* Subject Matter Expert of the ERP system used at DDC.
* Following up with the RTA on the modifications and developments on the training and transferring the same knowledge among the team members and the trainers.
* Responsible for briefing clients about step by step procedure for license.
* Logging customer’s complaints with regard to training and conduct of instructors and staff and following up the same with the operations/customer service/training manager.
* Assisting the Customer Service Manager for improving the service and ensuring the smooth flow of operations.
* Perform other tasks and responsibility that may be assigned by immediate superiors.

**Tax and Banking Analyst**

**Automated Data Processing (MNC), Hyderabad, India**

**June 2012 – June 2014**

Automatic Data Processing, Inc. (Nasdaq: ADP), A Fortune 500 company with about $10 billion in revenues and approximately 570,000 clients, is one of the world's largest providers of business outsourcing solutions. Leveraging over 60 years of experience, ADP offers a wide range of human resource, payroll, tax and benefits administration solutions from a single source.

**JOB PROFILE:**

* Worked for National Account Services as Senior Process Analyst (Non Voice Process).
* Ability to handle Payroll Risk Management and Tax & Banking specialist.
* Perform Audit of Daily Bank Account changes and payroll transmissions in compliance with Sarbanes – Oxley Act of 2002
* Be a point of contact for CSS’s, CSR’s and PSR’s.
* To perform filing and depositing on clients behalf, enabling exposure on U.S taxation.
* To reverse and reinstate the direct deposit funds, void checks and stop payments using SAP application as a medium.
* To be the main point of contact to handle escalation emails.
* Mostly deal with Implementation and maintenance of clients on TOPS (Tax Online Processing system) and Mainframes to setup the Taxable U.S states and Locals.
* Responsible for updating the productivity of the team in the database on a daily basis.
* Work as a “Subject Matter Expert” closely with associates whenever the SME is not available.
* Very Proficient in using the Seibel CRM and Clarify CRM.(Customer Relationship Management)
* Interacting with U.S. counter parts mainly the Business Partners for discussing the complex issues in the process.

**Achievements:**

* Received Star of the Month, Quality award of honour and Associate of the Quarter several times for topping the PMS.
* Got promoted in 15 months; Assigned with the role of Subject Matter Expert on the floor.
* Got trained on the tasks with higher dollar/client impact and conducted the training for the same within short time of being associated.
* Appreciated by Business partners and Managers for the job well done.

**Professional Skill:**

Tally (ERP 9.0)

MS Office (Outlook, Excel, Word and PowerPoint)

Siebel and Clarify CRM, ERP.

**Ability and Strength:**

I am a highly motivated individual who is always willing to put that extra bit of effort into any assignment that I undertake. My strongest assets I believe are my ability to concentrate for a long period of time, my willingness to confront difficult problems and the will to perform under pressure.

**Interests and Hobbies:**

* An active participant in group discussions.
* Strong Love for watching and Playing Cricket.

**Academic Qualification:**

* B.Com (Honors) from Aurora Degree College, Osmania University in the year 2012.
* Intermediate from Loyola Academy, Board of Intermediate in the year 2009.
* S.S.C from Guru Nanak High School in the year 2007.