Umesh

Email: [umesh.369798@2freemail.com](mailto:umesh.369798@2freemail.com)

**Dubai-UAE**.

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A highly motivated and result driven professional utilizing technical skills, business skills with a strong desire to learn, contribute and make a positive difference to the organization. Ability to adapt well and perform in new environment. Seeking a challenging position as...

Having a professional experience of over **7** years in Uae & Qatar (**Office Administration, Operations, and Procurement** & **Technical Support**).

To become a full-fledged professional and achieve quality and excellence in all aspects of my career by upgrading skills, benefiting the overall development of the organization where I am employed.

Proficient to work and perform under demanding conditions and meeting tight deadlines under diverse environments.

Good knowledge of operating systems and Software’s.

**Professional Experience.**

**UNIQUE SOLUTIONS INFORMATION TECHNOLOGY SERVICES- SR.ADMINISTRATIVE EXECUTIVE**

UAE & QATAR (July 2009 - October 2016)

Unique Solutions Information Technology Services (Unique Solutions) is a leading IT services provider and a professional consulting organization, providing a wide range of IT solutions including strategic business consulting, development, integration, implementation and full life cycle support of enterprise IT solutions. Established in 2002 in Dubai and partnered across USA with an offshore development and testing center in India, Unique Solutions provides solutions and services to clients in the Middle East, India, Africa and USA. We offer innovative, cost effective IT solutions & services to improve our client's business performance by meticulously integrating business objectives with information technology. We take pride in our unique nature of blending the Big4 consulting approach with the best practice knowledge to especially work with the Middle East culture...

**Roles and Responsibilities-Administration**

* Tracks and maintains information relative to department and business operations
* Develop and maintain a proper file system.
* Presenting the candidates to the client and scheduling the client Interviews, follow up on the interviews and rolling out the offer.
* Building and maintaining healthy business relations with major clientele, ensuring maximum customer satisfaction by achieving delivery & quality norms.
* Understand the client requirements from Project Manager and liaise with HR team in getting the most appropriate candidate as per client’s stipulation also in special cases head hunting the appropriate candidates through various sources like Resume Database, Job postings and Networking.
* Assisting for the Visa Process, Induction and orientation of the candidates with the clients.
* Updating of Attendance sheet from clients on Weekly Basics.
* Scheduling and arranging Transportation Facility to employees.
* Preparing of Invoices, LPO for Clients and Vendors.
* Doing Follow-ups for the Payment Collections and accounts Receivables Details.
* Preparing and sending the SOA for Client before the Payment Due.
* Book Travel Arrangement for Employees.
* Store Management (IT & Stationary Items).

Roles & Responsibilities - Procurement.

* Vendor Management-Collecting all the contact details detail of live Vendors in Market(IT Trading)
* In charge of daily operational purchasing needs such as planning, issuing and follow-up on purchase orders and shipment Schedules.
* Sending RFQ to all vendors registered in the database.
* Evaluate vendor’s quotation to ensure that they are in line with technical and commercial specification required for project.
* Advice internal and external on issues regarding purchasing terms and conditions.
* Evaluate Supplier performance based on quality standards, delivery time and best price and ensure all the criteria are met according to the organizational requirements and expectations.
* Project Management.
* Resolve Supply, Quality, Services and invoicing issue with vendors.
* Preparing Stock report/checking physical stock through system and preparing stock reports for re-ordering.
* Support the sales team in attaining the monthly as well as annual targets and operates with management and clients to determine business requirements.
* Working Closely with Accounts, IT and HR Department.
* Participating in meeting with client and Sub contractors.
* Submitting Report on Weekly basics to Top level Management.

**Hinduja Global Solutions Limited-Technical Support.**

**Hyderabad (May 2007- June 2008)**

Roles and Responsibilities. - Technical Support Executive.

* Handled over 60 inbound technical support calls in a busy environment while maintaining polite and friendly manner and Keeping AHT, Service Level.
* Resolved over 98% of troubles at first point of contact.
* Handling of escalation calls.
* Install, configure, and troubleshoot Desktops, Laptops, printers, scanners and other peripherals.
* Lead Help Desk for PC hardware support, troubleshooting, configuration, Windows operating system supports.
* Office application support: Outlook using PST, Outlook with Exchange, Word, Excel, etc
* Maintained documentation on client networks, create new documentation where necessary.
* Prioritized help desk tickets and assign resources when escalation is required
* Communicate with clients via phone and email.
* Ensured Service Level Agreements (SLAs), open tickets and generate reports are completed daily.

Key Responsibilities

* Responsible for diagnosing &amp; resolving hardware, software &amp; end users problems.
* Acting as the first point of contact for all IT &amp; technical queries.
* Maintain records of the equipment and systems replaced and provide details to the Research and

Development team.

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**Educational Qualification**

Course Details **:** Bsc Computer Science.

Year of Passing & Percentage **:** 2006 (70%).

College/University **:** Sree Ayyappa College (Affiliated to Kerala University)

Kerala-India**.**

**Computer Certifications**

Computer Hardware and Networking-Accel IT Academy (2007).

Microsoft Certified Professional –MCP ID 5627316.

Microsoft Certified System Administrator-MCSA ID5627316.

Microsoft Certified IT Professional-MCITP

Cisco Certified Network Administrator.-CCNA.

**Personal Parti**culars

DOB **:** 05/05/1984.

Marital Status **:** Married.

Languages Known **:** English, Malayalam, Hindi, Tamil, and Telgu.

**Declaration**

I hereby declare that the above information provided is true and appropriate to the best of my knowledge. I request you to consider me as a proficient candidate, and if an opportunity is given to me, I will prove my worth..

Place:Dubai Umesh

Date: