



Career Objective

To build a career as a **Transport Manager/In-charge in Logistics** with world class organizations of committed and dedicated people, which will help me to explore myself and realize my potential. Willing to work as a key player in challenging and creative environment.

Profile at Glance

- 7 Years of Experience in Logistics Planning (Expert in Drivers Shift Schedules/Rosters).
- Monitor legal & governmental issues related to vehicles
- Good Knowledge of UAE Roads & Traffic Rules.
- Expertise in Vehicle Insurance Policies.
- Over 3 years of extensive technical experience in IT.
- Professionally qualified with a Diploma in Computer Engineering.
- Experience of Managing Large Data.
- Strong Knowledge in ERP & Oracle.
- Strong knowledge in Hardware & Networking, maintenance & troubleshooting with Microsoft Certification.
- Able to develop and maintain system and security documentation
- Track record of collaboration with co-workers to achieve maximum efficiency and full system functionality
- Hands on experience in using Windows Operating System (From XP to Windows 10)
- Have the reputation of working for a reputed organization in India and U.A.E
- Can work under tremendous pressure and meet deadlines.

Academic Qualification

- DCE Diploma in Computer Science
- MCP Certification (Microsoft Certified Professional) from MICROSOFT

Desktop Support Knowledge

Provided hardware/software installation, server maintenance, trouble resolution, root cause analysis, and SLA maintenance for a large, enterprise-wide LAN/WAN environment, Coordinated and oversaw IT projects for ROUNAQ INFO SOLUTION. Troubleshoot and diagnosed technical issues, network security, and backup/restore initiatives. Supported all standard, corporate, ROUNAQ-developed mainframe, and Web-based applications, managed, set up, and provided technology training for remote users.

Relevant Skills

- Good knowledge of MS Office applications
- Good communication & interpersonal skills
- Detail Oriented
- Multi-tasking
- High dedication and diligence

Attributes

- Capable for managing stress at work
- Results driven & aggressive career goals
- Ability to lead a team and inspire development
- Developed an excellent employee record for dependability, quality, punctuality and extra efforts
- Interested to take on challenges and succeed

Technical Skills

Languages	:	VB.NET, VB, C, C++
Operating System	:	MS DOS, WINDOWS 98/ XP/2000, Vista & Windows 07
Databases	:	Microsoft Access, SQL Server2000.
Web Tools	:	HTML, VB Script
Hardware	:	System Assembling, Servicing, troubleshooting
Networking	:	LAN Connection, Server-side Applications

**Professional
Experience**

**Averda Waste Management LLC (Tadweer), Al Ain Project, U A E
Senior Vehicle Control Dispatcher (From 15/08/2016 to Present)**

Job Description:

- Supervising a Fleet of 300 Vehicles and 600 Drivers
- Prepare daily work schedules and activities (Drivers Attendance, Vehicle Breakdowns & Route Changes etc.)
- Maintain work records and prepare reports (Accident reports, Complaint forms etc.)
- Monitor Vehicles Dispatch activities, coordinating with Operations for any changes or extra requirements.
- Review and approve the daily dispatch plans.
- Approve allocation of standby vehicles and Drivers, as per request from City Cleaning Operations.
- Follow up on daily Vehicle Dispatch activities, providing related report to the Project Manager.
- Prepare Fleet Performance Report, providing recommendations for improvement, to be submitted to the Project Manager
- Follow up on Vehicle status and maintenance activities.
- Coordinate with the Fleet Control on matters related to fleet maintenance and repairs referring to the VCR prepared by the Drivers.
- Follow up and reports accidents and repetitive breakdowns to the Project Manager.
- Coordinate with the Governmental Affairs and Fleet Control sections regarding the yearly mechanical inspection of all the vehicles, to set the needed schedules.
- Follow up with the Car Wash Foreman on number of vehicles washed per day.
- Follow up with the Communication Technician regarding radios' status and maintenance.
- Monitor subordinate's attendance and other personnel related issues.
- Follow up on driver's complaints in coordination with the Fleet Controller.
- Report major shortfalls or breach of regulations to the Project Manager, providing necessary information for inspections, suggesting necessary disciplinary action.
- Responsible for exercising due diligence towards the environment, health & safety of self & others in the organization
- Responsible for complying with the applicable HSE procedures, instructions, requirements, laws, regulations from customers, regulatory and statutory bodies and those applicable to his/her job requirements
- Responsible for reporting to his/her superiors' occurrences, events, violations, and acts that may affect the environment, health, safety, and company reputation.
- Perform other tasks and activities as requested.
- Monitor and Track all vehicles via GPS

**City Transport (Department of Municipal Affairs & Transport), Abu Dhabi, U A E
Transportation Supervisor cum Fleet Coordinator (From 01/06/2011 to 31/05/2013)
OCC Dispatcher (Operation Control Center) (From 01/06/2013 to 01/08/2016)**

Job Description:

- Supervising a Fleet of 600 Public Transport Buses and More than 1200 Drivers
- To Maintain Drivers Schedule/Roasters & prepare the daily checkout sheets based on the driver roaster.
- In charge of Daily Check-in Check-out of Bus on routes as per time schedules.
- Responsible for recording the proper movement of fleet.
- Coordinate general clerical duties like filing, processing paperwork, addressing grievances.
- Maintain and update vehicles and driver's information in oracle system.
- Prepare daily work schedules and activities (Drivers Attendance, Vehicle Breakdowns, and Route Changes etc.)
- Maintain work records and prepare reports (Accident reports, Complaint forms etc.)
- Responsible for Coordinating with other departments, in case of accident/maintenance or breakdowns i.e. police insurance, maintenance department
- Administration of Cisco IP Phones (7900 series) using Call Manager and Unity for voicemail
- Attending Radio calls from drivers regarding breakdowns on routes.
- Liaised with other departments in fleet related matters.
- Observing the fleet movement by the automated vehicle management system and verifying their duty according to their schedule
- Creation of diversion detours for Routes blocked by Traffic, Accident, and Road Construction or due to any other special events.
- Instructing drivers in case of inappropriate metrological conditions or accident
- Making sure of accurate "Arrival and Departure" of the route services
- Monitoring and Tracking all vehicles via GPS
- Experience in Intermodel Transport Control System application (ITCS in INIT).

Rounaq Info, Abu Dhabi, U A E
Supervisor cum System Technician [April 2009 to May 2011]

Job Description:

- Perform network administration functions, set up network user accounts/permissions, reset passwords, and administered group policies via DRA and Active Directory.
- Install, configured, maintained, and supported all servers within the network.
- Provide desktop support for over 150 users in Rounaq Info Solutions, Abu Dhabi UAE
- Optimize performance by conducting analysis and fine tuning of Rounaq's LAN.
- Deliver printing solutions and peripherals, e.g., scanners/copiers, digital senders, and fax machines.
- Good background in Information Technology with a focus on end user and system support.
- Assist with teleconference meetings, via WebEx, IP Communicator, and Skype.
- Familiar with Barracuda spam filters, security system/network appliances, cisco routers, MPLS and ISP connections.
- Configuration of desktops, laptops, smart phones, tablet computers and wireless devices.
- Data analytics and manipulation with Transact SQL, Access, and Excel.
- Application development using Visual Studio 2010 and SQL Server 2000-2008.
- System imaging; SMS, Altiris, and LANDesk.
- Install/configure of operating systems including: Windows 2000, XP, 7, MAC OS 10.4-10.6.
- Train new hires on network/system usage and writing documentation.

Project Experience

Project Name : Lost and Found Software.
Client : City Transport, Abu Dhabi, UAE
Duration : 3 Months
Environment : VB with MS Access
Responsibility : Analysis, design, Coding and Testing
Details : Made new software for City Transport to enter the details of Passenger's lost and found entries.

References

Mr. Mohammed Rizwan Parakat Operation Manager City Transport P O Box No: 6365 Abu Dhabi, UAE Mob: +971 50 692 1947	Mr. Vikas Mannar HR Manager Averda Al Ain, UAE. Mobile +971 50 976 0432	Mr. Manoj Kumar Director – Expert info Solutions Karikode, Kollam 691005 Kerala, India Mob: +91 99614 66848
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Personal Details

Date of Birth : 17 January 1986
Marital status : Married
Nationality : India
Passport No : M 9389089
Date of Issue : 15 July 2015
Date of Expiry : 14 July 2025
Place of Issue : Abu Dhabi
Visa Status : Employment, Transferable.
Driving License : **Holder of U.A.E & Indian Driving License**
Contact Mob No : +971 55 94 93 6 92
Language Proficiency : **English, Malayalam, Tamil, Hindi, Urdu & Arabic**
Hobbies : Reading, Traveling and Music