

FAZIL BAIG

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Availability: Immediate.

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OBJECTIVE

Intend to build a career with leading corporate company, and to work by all means to ensure the overall improvement of the organization and self-knowledge with better utilization of my technical and Non-technical skills.

EXPERIENCE

AL ARSH FACILITIES MANAGEMENT LLC MAINTANANCE COORDINATOR.

OCTOBER 2022- PRESENT

- Work closely with maintenance supervisor for day-to-day Maintenance complaints.
- Communicate directly with service providers, vendors, and maintenance contractors to schedule repairs, servicing and preventive maintenance.
- Oversee inventory management and facility management.
- Monitor usage of tools and equipment and ensure tools are readily available for assigned tasks.
- Assign tasks to workers, coordinate them, and ensure completion of work.
- Support technicians during their daily equipment inspections and take care of maintenance logs.
- Provide a wide variety of administrative assistance by managing work orders and tenant communication.
- Preparing Quotations, Service Reports and Work Completion Reports.
- Escalating major open maintenance works to FM supervisor for immediate resolution.
- Preparing petty Cash reports and arranging cash to support ongoing works.
- Preparing Monthly, Weekly and Daily reports.
- Arranging Monthly, Weekly and Daily pass for technicians to work in Free Zone.
- Preparing Work Permit orders wherever required.
- Arranging 3rd party Man power supply for additional works.
- Currently managing 60+ industrial warehouses, Corporate Offices and Residential Buildings.

FULL CIRCLE FACILITIES MANAGEMENT LLC MAINTANANCE COORDINATOR .

APRIL 2022- AUGUST 2022

- Work closely with maintenance supervisor for day-to-day Maintenance complaints.
- Communicate directly with service providers, vendors, and maintenance contractors to schedule repairs, servicing, and preventive maintenance.
- Oversee inventory management and facility management.
- Monitor usage of tools and equipment and ensure tools are readily available for assigned tasks.
- Assign tasks to workers, coordinate them, and ensure completion of work.
- Support technicians during their daily equipment inspections and take care of maintenance logs.
- Provide a wide variety of administrative assistance by managing work orders and tenant escalations.
- Preparing PPM planners for the year for both hard & soft services.

- Preparing Quotes, Income reports.
- Preparing Monthly reports pertaining the overall summary of the works executed.
- Preparing day to day housekeeping income reports.
- Scheduling housekeeping works based on demand.
- Escalating major open maintenance works to FM supervisor for immediate resolution.
- Scheduling trainings for the on-site teams to ensure all the safety concerns are covered and incidents are avoided.

AMAZON DEVELOPMENT CENTRE INDIA PVT LTD **OCTOBER 2020- OCTOBER 2021**
INVESTIGATOR
PROCESS: TRMS

- Investigates Fraud cases for products on reviews
- Acts on reviews
- Investigate for any type of inserts packed inside the package of the product.
- Educate customers not to do fake reviews on Amazon website
- Acts on Amazon seller
- Help Amazon review system stay transparent and trustworthy
- Act as a decision maker for the reviews based on seller account.
- Escalating the high seller accounts related to fake reviews to manager.

CONCENTRIX PVT LTD
REPRESENTATIVE OPERATION **FEBRUARY 2020-OCTOBER 2020**
PROCESS: Federal bank

- Handled both inbound and outbound calls.
- Made calls for sales and non-sales process
- Dealing with as many clients as possible for sales of loans and credit cards.
- Handle customer queries and complaints effectively
- Taking calls and register complaints of customer regarding their banking issue regarding payments, requests of cheque, details updating, password reset, registration of federal official apps etc.
- Attending customer complaints, inquiries and suggestions and giving them feedbacks.
- Following up with the complaint resolution and escalating to manager if problem is not resolved.

HINDUJA GLOBAL SOLUTIONS
TELE EXECUTIVE **AUGUST 2018-DECEMBER 2019**
PROCESS: Airtel Retention Desk

- Outbound calls, building pipeline
- Made calls for Non sales process.
- Handle customer queries and complaints efficiently.
- Taking Calls and register complaints of customer regarding their network and billing issue.
- Attending customer complaints, inquiries and suggestions and giving them feedbacks.
- Resolving customer complaints and retaining them to Airtel telecom services.
- Following up with the registered complaint and escalating to manager if not resolved.

DANAABH MEDICAL TECHNOLOGIES PVT LTD

SALES AND MARKETING EXECUTIVE

AUGUST 2017-AUGUST 2018

Duties:

- Promote the company brand to key buyers, ensuring their knowledge is current and appropriate.
- Generating new business both in face-to-face meetings and over the phone.
- Replying to all customer enquiries in a timely and accurate manner.
- Maintaining sales reports.
- Developing and maintaining a database of all contacts.
- Troubleshooting minor technical issues.

KEY SKILLS

PROGRAMMING LANGUAGES	: C, C++, HTML.
DATABASE	: MySQL
OPERATING SYSTEM	: UNIX, Windows XP, 7, 8, 10
MICROSOFT	: MS Word, MS Power Point, MS Excel, Outlook.

ACADEMIC DETAILS

Bachelor of Engineering in Information Science and Technology (2013-2017)

Maharaja Institute of Technology, Visvesvaraya Technological University.

Place : Dubai


(Fazil Baig)