

ABDULLAH ADISA ABDUL-WASIU

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Nationality: Nigerian

Visa: Work Visa Transferable

PROFESSIONAL SUMMARY

Highly experienced with more than 12 years providing excellent Hospitality support, assistance the clients and customers across various industries. Bachelor's Degree in Business Administration; excellent understanding of human nature and well-versed in business, highly focused, confident, dedicated with diversified skillsets.

SKILLS

- Accomplished manager.
- Leadership, Conflict Management, Organization, Decision-Making, and People's Management.
- Data Entry and Excellent Communication Skills.
- High performing customer's services.
- Strong interpersonal skills.
- Goal-oriented.
- Windows program proficient.
- Exceptional interpersonal skills.
- Excellent written and verbal communication.
- Highly Proficient in the Typing of Arabic and English.

WORK HISTORY

Fleet Manager, 01/2020 till present
Rent Solutions Car Rental and Leasing, Doha Qatar

- Purchasing and maintaining vehicles for deliveries.
- Assisting in the recruitment of quality drivers into the fleet.
- Developing efficient driver schedules to maximize profits.
- Managing drivers so they adhere to strict schedules.
- Registering and licensing all vehicles under their management.
- Finding ways to cut costs and maximize profits.

- Developing strategies for greater fuel efficiency.
- Maintaining detailed records of vehicle servicing and inspection.
- Complying with the Country Department of Transport laws and regulations.
- Scheduling regular vehicle maintenance to ensure operational efficiency.
- Ensuring strict servicing and maintenance times to minimize downtime and maintain schedules.
- Monitoring driver behavior and ensuring a high level of customer service.
- Utilizing GPS systems to monitor drivers and track vehicles in case of theft.
- Responsible for all aspects of vehicle and heavy equipment rentals.
- Maintain safe and healthy work environment by establishing, following, and enforcing standards and procedures; complying with legal regulations.
- Manage relationships with key operations vendors.
- Review and approve all operational invoices and ensure they are submitted for payment.
- Communicate customer issues with operations team and devise ways of improving the customer experience, including resolving problems and complaints.
- Work closely with the inventory manager and team to perform analysis of our inventory and ensure we are utilizing our inventory effectively, purchasing the right equipment, maintaining solid inventory data, and reduce sub-rental expenses.

Fleet Operations In-charge, 12/2016 to 12/2019
Rent Solutions Car Rental and Leasing, Doha Qatar

- Responsible for all logistics of the rent solutions brand.
- Supervise a staff of 25 employees including 5 sales agents.
- Train and motivate employees on different sales techniques and how to maximize revenue.
- Managing / supervising the fleet warehouse officers.
- Responsible for the overall safety of my employees and the rental operations.
- Control and manage of the vehicle fleets.
- Documenting the new vehicle files; (Copy of quotation, comprehensive insurance and registration).
- Build a strong relationship between the company and directors of ministries, individuals and commercial companies.
- Investigate customer's problems and find the solutions.
- Handle major incidents that cannot be resolved by agents.
- Train agents on how to adequately address problem over the phone or how to write correspondence.

Customer Service Sup., 12/2011 to 12/2016
Rent Solutions Car Rental and Leasing, Doha Qatar

- Deal directly with customers either by telephone, electronically or face to face.
- Investigate customer's problems and find solutions.
- Communicate with customers via phone, email, or letter.
- Handle major incidents that cannot be resolved by agents.
- Resolve complaints and order issues.
- Ask customers to provide feedback on agents and customer service experience.
- Respond promptly to customer inquiries.
- Compile and print reports on overall customer satisfaction.
- Obtain evaluate all relevant information to handle product and service inquiries.
- Supervise customer service managerial staff.
- Organize workflow to meet customer timeframes.
- Manage customers' accounts.
- Keep records of customer interactions and transactions.
- Prepare and distribute customer activity reports.
- Communicate and coordinate with internal departments.
- Follow up on customer interactions.
- Train agents on how to adequately address problem over the phone or how to write correspondence.

Fleet Coordinator, 08/2010 to 09/2011
Owners Car Rental, Doha Qatar

- Maintain electronic databases of sales, registrations, inspections and maintenance of fleet management.
- Ensure fleet availability to meet all requests by scheduling, forecasting and surveying current user trends.
- Maintain knowledge and utilize all fleet information and user surveys to forecast new requirements.
- Perform vehicle registration, insurance and documentation regarding induction of new vehicles in existing fleet.
- Monitor and ensure fleet operation in compliance with local and state rules and regulations.
- Maintain and monitor data management system to organize fleets as per various schedules and requests.

- Develop and implement standard operational standards to maintain vehicles by advocating best practices in industry.
- Facilitate and implement corrective actions and capacity building to manage entire fleet to achieve company objectives.

Document Controller (Admin Section), 09/2009 to 06/2010
Minaret Engineering Service, Ibadan Nigeria

- Responsible for controlling all documentation related activities in a project.
- Support and coordinates with discipline with administration and control.
- Data Entry of In carry/dispatch/Updating Contracts/ Bill details
- Preparation of Report through V Look up.
- Control and maintain project Record of incoming project documents.
- Maintain attendance register by Biometric system.
- Collect all expenses claims and send to head office.
- Coordinate with head office for all employee Admin & HR matters.

Major Works

Very good and reliable customer communication services with these ministries:

- Ministry of Culture, Arts and Heritage Qatar.
- Ministry of Municipality and Environment Qatar.
- Ministry of Awqaf and Islamic Affairs Qatar.
- Ministry of Justice Qatar.
- Ministry of Finance Qatar.
- Ministry of Economy and Commerce Qatar.
- Ministry of Public Health Qatar.
- Cultural Village Foundation Qatar (Katara).
- Qatar Media.
- General Tax Authority Qatar.
- And numerous commercial companies.

EDUCATION

- **UNIVERSITY OF LAGOS, NIGERIA** 2009
B. Sc in Business Administration
- **UMAR BIN KHATAB SCHOOL OF ARABIC & ISLAMIC STUDIES, NIGERIA** 2007
Arabic Secondary School (Thanawiyya Certificate)

ACHIEVEMENTS

- Introduction to Fleet Management.
- Institution of Occupational Safety and Health (IOSH).
- Basic Fire Fighting.
- Health and Safety First Aid.

CERTIFICATIONS

- **Microsoft Office Suite** (Abwas Golden Key Solutions).
- **Advanced Structured Cabling/Networking/Fiber Optics** (Kits Technologies Certified).
- **Wireless Networking LAN /Wi-Fi/ Wi-Max** (Kits Technologies Certified).
- **VPN Implementation, Firewall & Internet Security** (Kits Technologies Certified).
- **Computer Engineering** (Smart Information Technology).
- **Digital Surveillance** (Kits Technologies Certified).
- **Valid Qatari Driving License.**

LANGUAGES

Arabic: Excellent (Speaking, Writing and Reading)

English: Fluent (Speaking, Writing and Reading)

HOBBY AND INTEREST

- Hand on Practical.
- Research.
- Teaching, Counseling and mentoring for higher performance and knowledge sharing.
- Attending seminars with the aim of personal development and knowledge sharing.

REFERENCE

This will be made available on request.