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| **CV MANSOOR AHMAD** | |
| **Address:** 19Almond Road Epsom,  Surrey, KT19 9DS. United Kingdom | **Email:** [mansoor9829@hotmail.com](mailto:mansoor9829@hotmail.com)  **Mobile:** +44 (0)7864841343 |
| PERSONAL PROFILE | |
| I am a well organised, motivated and enthusiastic individual with experience of working as part of a team in a busy office environment. Eager and willing to seek a challenging role in the organisation that offers opportunity for professional growth, challenging work assignments where I can utilise my skills, knowledge and experience in obtaining the objectives of the organisation. Approachable, well presented, I am a graduate with fresh and positive approach, always ready to help others. Dedicated and hardworking, I am able to assist people to the best of my abilities along with being able to utilise my creativity and confidence to enhance my career prospects. | |
| EDUCATION | |
| **BSc Electrical Engineering** - Federal University of Arts, Science & Technology  (2008 - 2012)  **Overall Degree Classification**: Second- class honours, upper division (2:1)  **FSc (Equivalent to A – Level):**  (2006 - 2008)  **Subjects**: Mathematics, Physics, Chemistry, English, Pakistan Studies and Urdu Language & Literature  **Matriculation (Equivalent to GCSE):**  (2004 - 2006)  **Subjects:** Mathematics, Physics, Chemistry, Biology, English, Pakistan Studies, Urdu Language & Literature | |
| **EMPLOYMENT** | |
| **1) Job Title – SERVICE COORDINATOR** - **Evinox Services Ltd**  (April 2018 – Current)  **Responsibilities**:  • Dealing with queries from clients and internal teams.  • Carrying out remote diagnostics of heat interface units with the aim to resolve the enquiry.  • Working closely with the R&D and the Sales department.  • Assist with commissioning paperwork and relevant queries | |
| **2) Job Title – CUSTOMER ASSISTANT** - **Tesco Plc**  (February 2018 – April 2018)  **Responsibilities**:  • Assisting customers & delivering exceptional customer service through good communication skills.  • Process deliveries, stock counts and orders efficiently.  • Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution. | |
| **3) Job Title – TECHNICAL SUPPORT ENGINEER** - **Next Controls Systems - Fleet, Hampshire**  (July 2017 – December 2017)  **Responsibilities**:  • First point of contact for clients like John Lewis, Waitrose, University of Surrey and other university buildings, hospitals and education sector sites.  • To perform remote troubleshooting through Building Management System (BMS) to address various network related or any of the above system related issues and to control & monitor different electrical, refrigeration, HVAC systems as per the contractual agreement with the clients.  • Observe the Network Monitoring System and respond to and address system generated alerts.  • Answer customer related technical issues by logging in daily reports to assign field service engineers, duties to resolve on-site client problems and complaints.  • Communicate information to developers and management for various system performance reports  • Provide after hours and overnight on-call support as needed by the company.  • Attend group and general staff meetings and review the performance of team and discuss various scenarios and problems to enhance the performance of company’s systems.  • Generate different type of system performing weekly reports to update management, third party contractors and clients. | |
| **4) Job Title – MEP ENGINEER**  1) June 2016 - April 2017: **REDCO INTERNATIONAL W.L.L - DOHA, QATAR** on project of Qatar Rail in DOHA, QATAR. Project: A mass transit Rail project for construction of different over ground & underground train stations, evacuation shafts and tunnels.  2) Feb 2015 – June 2016: **XINJIANG BEIXIN ROAD & BRIDGE Co.** on project at new Islamabad International Airport for the construction of Air Traffic control Tower & Complex, Fire Crash & Rescue Building and Radar & Radio building.  **Responsibilities**:  • Project Management, Cost estimation, scope of work/ technical specifications, Design Review, submittal register, and clearance of comments from the consultant. Submittals for electrical / HVAC products and its approval from the consultant and clients for all running projects.  • Quality assurance and quality control programmes, warranty management plan, Inspection and test plans, Testing, Pre commissioning and commissioning procedures for electrical / HVAC equipment, Operation & maintenance manuals, Training plan, BOQ for electrical & mechanical work.  • Coordination & meetings with sub-contractors, consultant and clients, coordination with logistic teams and suppliers of the material.  • Adhering to the following Codes; Engineering Codes of American International standards, British standards & for Electrical Engineering Designs to ensure accurate project specifications, SHD drawings are followed on the project site and managing design aspects pre-construction and construction stages of the project. | |
| **5) Job Title – CUSTOMER RELATIONS OFFICER** - **Lakson Group Of Companies**  (March 2013 – January 2015)  **Responsibilities**:  • Team Leader: Customer Service Centre to ensure a high quality service is delivered at all times and to ensure that all calls to the Customer Service Centre are dealt with promptly, in line with Service Level Agreements & policies.  • To keep up-to-date & complete knowledge of all telecommunication services, including translation services to help meet the individual needs of customers.  • To establish, develop and maintain effective working relationships with all work colleagues  • Liaise with colleagues in local offices, contractors, partner agencies to resolve enquiries.  • As Team leader: to take ownership and responsibility for all enquiries presented to the Customer Service Centre, identify customer needs, and utilising appropriate questioning and listening skills to identify and offer solutions.  • To ensure that all computerised systems are used effectively to help process customer enquiries and accurately maintaining all records in a time critical environment. | |
| **6) Job Title – RESEARCH ASSOCIATE** - **Nouveau Energy Management Services**  (October 2012 – December 2012) as a “Research Associate” in Energy Audit, a Project of German NGO (GIZ)  **Responsibilities**:  • Carried out energy audit of PIMS Hospital premises and affiliated residential doctors’ colonies, nurses and staff hostels and buildings.  • Designing, implementing, analysing survey data. Offering alternative solutions to minimise energy usage/wastage.  • Performing descriptive quantitative analyses using data analysis package.  • Writing clear and concise research summaries, memoranda, and reports. | |
| **7) Job Title – ASSISTANT ELECTRICAL SUPERVISOR - Pakistan National Railways**  (August 2011 – October 2011)  **Responsibilities**:  • Worked at Electrical, Air Conditioning, and Refrigeration & Power Plant workshops.  • Making schedules, attend different operational and maintenance trainings.  • Ensuring the proper maintenance of equipment, compliance with electrical codes and adherence to safety regulations, motivating the sub-ordinates to achieve the target as a team.  • Designing electrical systems and circuits, as well as contributing to improved designs and manufacturing processes. Assisted with electrical system installation, troubleshooting and repair.  • Administrative duties: Purchase supplies, prioritise purchases, ensure adequate inventory, plan budgets, prepare cost estimates and document purchases. Keep records of electrical operations, payrolls and timesheets. | |
| PERSONAL SKILLS, CERTIFICATES & INTERESTS | |
| **Computer Skills**: Experience of Microsoft Office; Outlook, Excel • Data & Procedures management & IT skills •  **Certificates**: \* UK NARIC bachelor’s degree equivalency certificate \* UK NARIC certificate of language proficiency equivalent to ‘B1’ level \* Passed IELTS exam with an overall band of 6.5 and CEFR level ‘A1’ \*  **Language**s: English, Urdu, Punjabi and Conversational Hindi.  **Interests & hobbies**: Cricket, Football, & Volunteering for Community work.  ***\*\*\* References available on request (Compiled October 2018) \*\*\**** | |