



# Mohamed Shiyam Kidur Mohideen

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## WORK EXPERIENCE

### WI tell Solutions (PVT) LTD

April 2015 — Present

#### Business Development Executive

- Achieving (and exceeding) sales targets in both Revenue and Gross Margin.
- Creating a strategy framework for the companies activities in the concerned vertical.
- Establishing the company brand name in the select geographies and vertical with the help of the integrated marketing effort.
- Creating and closing new business opportunities for the company
- Manage the full corporate sales cycle - from initial unqualified enquiry, quotation, evaluation and support issues, commercials, price negotiation and closure. Increase the conversion rate of enquiries/ closed sales.
- Work closely with delivery functions in ensuring successful execution of projects, allowing complete tracking of the engagement against business parameters set.
- Manage a personal sales pipeline.
- Creating and Delivering Sales plans.

### HCL info system MEA

December 2011 — October 2014

#### Associate Customer Support Engineer

- IT Help desk coordinator.
- Support Engineer for providing Antivirus solutions to SEC.
- Client Side support on Symantec backup.
- 1st level Support on Network Issues.
- AMC's for pcs and printers.
- Support for video conferencing and presentations.
- Printers installing, configuring and sharing in network.
- Configuring Microsoft Outlook/Express and troubleshooting problems, Backup and restore PST Files (2003 , 2007,2010 & 2013)
- Remotely support for customer issues.

### Emirates Group - IT - Dubai. U.A.E.

October 2010 — March 2011

#### IT Support Engineer

- PC Rebuild.
- Network configuring.
- Printer installing and configuring.
- Productivity Software's installing and configuring.
- Sabre Red ticketing software installing and configuring.
- Cisco Routers installing and configuring.
- Assembling, Installation and configuring of Computers with MS WINDOWS Products.
- Configuring protocols including TCP/IP on Windows 2000 / 2003.

IT Support Engineer cum Marketing Executive

- Cisco Routers installing and configuring.
- Assembling, Installation and configuring of Computers with MS WINDOWS Products.
- Configuring protocols including TCP/IP on Windows 2000 / 2003.
- Printer installing and configuring.
- Administrating M.S. Outlook in the areas of configuring emails addresses such as POP3, IMAP, and SMTP etc.
- Configuring Outlook Personal Address Book and data files.
- Creating and closing new business opportunities for the company.
- Manage a personal sales pipeline.
- Creating and Delivering Sales plans.

Dabbagh Information Technology  
Group, Dubai, UAE

January 2008 — October 2009

Accounts Assistant cum IT Support Engineer

- Performed accounts payable functions for construction expenses.
- Managed vendor accounts, generating weekly on demand cheques.
- Managed financial departments with responsibility for Payroll, Accounts Payable and Receivable.
- Coordinated monthly payroll functions for employees.
- Monitored and recorded company expenses.
- Administered online banking functions.
- Maintaining customer files and generating customer invoices, monthly statement of accounts and Age Analysis. Also issuing receipts for the payments received.
- Documenting customer invoices with Booking orders from them, for submission, and reconciling the same if there are differences.
- Maintaining proper books of accounts in a computerized environment ensuring the accuracy of all transactions of DIT-Group.
- Recording the Cash & Bank transactions and preparing the monthly bank reconciliation statements.
- Processing all General Ledger accounting transactions for the month-end Financials
- Checking supplier invoices and matching with our purchase orders and receiving report to ensure that the invoice is qualified for payment.
- Also checking all purchase orders to ensure adherence to the company policy of obtaining minimum of 3 quotes, availability in stock etc.,
- Performing some administration tasks such as taking care of printing and stationery requirements etc.
- Configuring Microsoft Outlook/Express and troubleshooting problems, Backup and restore PST Files ( 2000, 2002,2003 & 2007 )
- Administrating M.S. Outlook in the areas of configuring emails addresses such as POP3, IMAP, and SMTP etc.
- Configuring Outlook Personal Address Book and data files.
- Assembling, Installation and configuring of Computers with MS WINDOWS Products.
- Configuring protocols including TCP/IP on Windows 2000 / 2003.
- Assembling of PC's configuring multimedia, fax/modem, printers and other peripherals.

- Hands on experience on working with TCP/IP protocol, 98 / 2000/2003.
- Configuration of network cards, network cabling, installing network operating system connecting with clients and troubleshooting network problems.
- Printers installing, configuring and sharing printers in network.

Computer Point Trading Est.,  
Sharjah, UAE

November 2005 — January 2008

Accounts Assistant cum Hardware Technician

Employed as Accounts Assistant cum Hardware Technician at Computer Point Trading Est., Sharjah, UAE

## QUALIFICATIONS

- Work well under pressure as part of a team
- Well-groomed appearance
- Polite, respectful, and courteous manners
- Responsible, efficient, and flexible
- Ability to work in a fast-paced, intense environment smoothly
- Ability to elicit confidence and build rapport
- Talented in problem solving and office system design

## EDUCATION

Computer System Engineering  
Aquinas College of Higher Studies

January 2001 — February 2004

Holder of Computer System Engineering awarded by Aquinas College of Higher Studies Colombo-12. Sri Lanka ,in 2004

Diploma in Computer Hardware  
Engineering with Networking

March 2005

Turnkey Computer Systems (Pvt) Ltd

Holder of a Diploma in Computer Hardware Engineering with Networking awarded by Turnkey Computer Systems (Pvt) Ltd, Colombo, in 2005. [www.turnkeyedu.net](http://www.turnkeyedu.net), (Reference # H 12569/B1040).

Diploma in Computer Studies  
I.D.M.Computer Studies Ltd

March 2002

Completed a Diploma in Computer Studies conducted by the I.D.M.Computer Studies Ltd, Colombo, in 2002. (Reference # 8982)

- Internet Programming ( Java / HTML)
- Java database connectivity (JDBC)
- Calling Java applets using HTML

Diploma in English  
London Business School

June 2001

Holder of a Diploma in English, awarded by London Business School, Colombo, affiliated to Wigan & Leigh College- [www.Wigan-leigh.ac.uk](http://www.Wigan-leigh.ac.uk), (Reference # 20015DIE122).

## INTERESTS

- Sports - Cricket & Football
- Reading Books & News papers.
- Web Savvy
- Cooking
- Watching TV

## REFERENCES

Waseem Hameed  
Manager, Witell Solutions (PVT) Ltd.  
43 Vipulasena Mw,  
Maradana,  
Colombo 10.  
Tel- 0777-4099

Zamrin Imamdeen  
Team Leader,  
Witell Solutions (PVT) Ltd.  
43 Vipulasena Mw,  
Maradana,  
Colombo 10.  
Tel- 0727-481962

## LANGUAGES

- Tamil: Native
- Hindi: Conversational
- English: Fluent