



ERSHAD AHMAD



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Dubai, UAE



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EDUCATION

Bachelor of Technology:
Electronics & Communication
Engineering
Kalinga university, India

Diploma: Electronics and
communication Engineering
Government Polytechnic,
India, India

ITIL V3 Foundations
Future frame works.

Microsoft certified system
engineer
CMS computers

Fleet management system
professional Abu Dhabi

LANGUAGES

English

Advanced

Hindi

Advanced

PROFESSIONAL SUMMARY

IVMS FLEET MANGEMENT/ MANAGEMENT|| PROJECT COORDINATION (ON SITE)
SYSTEM ADMINISTRATOR (IT) || TECH Support|| OPERATION || ITIL

Driven Administrative and supervisory professional with exceptional leadership qualities and targeting assignments in Fleet Management / Technical Support with an organization of repute preferably in UAE / GCC

WORK HISTORY

July 2023

**HEYGO LIMO LUXURY MOTOR VEHICLES SERVICES LLC DUBAI-
OPERATIONS SUPERVISOR.**

- Recruit, select, train, assign, schedule, coach, counsel and discipline employees and chauffeurs.
- Communicate job expectations; planning, monitoring, appraising, and reviewing job contributions
- Plan and review compensation actions; enforcing policies and procedures
- Contribute operations information and recommendations to strategic plans and reviews; prepare and complete action plans; implement production, productivity, quality, and customer-service standards; resolve problems.
- Develop operations systems by determining product handling and storage requirements; develop, implement, enforce and evaluate policies and procedures; develop processes for receiving product, equipment utilization, inventory management and shipping
- Analyze process workflow, employee and space requirements and equipment layout; implement changes
- Fleet management and maintenance
- Maintain safe and healthy work environment by establishing, following and enforcing standards and procedures; complying with legal regulations
- Accomplish operations and organization mission by completing related results as needed
- Meet or exceed operations labor and operational budget expectation
- Manage staff levels, wages, hours, contract labor to revenues
- Responsible to liaise and manage sales executives and ensure sales targets are met.
- Ensure maximization of fleet utilization and maximization if profitability.
- Run a safe, injury/accident free workplace
- Responsible for all aspects of vehicle maintenance and operations.
- Establish contracts and pricing and ensuring proper maintenance and serving as primary liaison with utilities and local government agencies, such as RTA , Dubai police, health and safety agencies.
- Manage relationships with key operations vendors.
- Track vendor pricing, rebates and service levels
- Review and approve all operational invoices and ensure they are submitted for payment

Urdu

Advanced

Arabic

Elementary

Kannada

Advanced

- Serve as primary point of contact when there are customer issues related to equipment quality, customer service, or accidents and mishaps on-site. residue on
- Communicate customer issues with operations team and devise ways of improving the service.

Nov 2019 – June-2023

TMEIC - Transportation/ Project Coordinator, Khalifa port Abu Dhabi, UAE

- Purchasing vehicles to expand and/or enhance the fleet.
- Scheduling regular maintenance on all vehicles
- Ordering urgent or emergency repairs as needed
- Establishing efficient routes and transportation schedules
- Coordinating Drivers and on-staff maintenance professionals when setting employee schedules
- Managing vehicle licensure and registration
- Ensuring all fleet members have proper licensure and up to date training.
- Monitoring Drivers to ensure adherence to schedules and proper driving practices.
- Searching for, hiring, and training new Drivers
- Providing reports to management on budgeting, schedules, maintenance, and fleet progress
- Developing methods to decrease costs and improve efficiency.
- Act as the point of contact and communicate project status to all participants.
- Work with the Project Manager to eliminate blockers.
- Liaise with clients to identify and define requirements, scope, and objectives.
- Analyze risks and opportunities.
- Act as the point of contact and communicate project status to all participants.
- Create and maintain comprehensive project documentation, plans and reports.
- Preparing document and gate passes to enter port.
- Organizing safety meetings and training
- Updating site tool inventories
- Material management.

January 2016 – September 2019

Epic Rent a Car - Fleet supervisor, Abu Dhabi, UAE

- Steering entire gamut of operations such as:
- Uploading of vehicles commercial data into UAE traffic system
- Queries regarding customer day-to-day issues related lease /rent vehicles.
- Maintain and monitor data management system to organize fleets as per various schedules and requests.
- Defining user roles in ERP (Gateway) software
- Drivers and vehicles in operation
- Interfacing with the maintenance team to find ways to reduce downtime due to repairs or lack of routine maintenance.
- Safeguarding that all the paperwork associated with each run is accurate and submitted to the proper people.

- Assisting and advising managers & staff on all transport related issues to improve service level and efficiency.
- Dealing with customers for lease and rent vehicles.
- Creating & sustaining harmonious relations with all staff within the supply chain to ensure a smooth flow of all operations.
- Leading tasks / activities related to dispatching, routing, and tracking transportation vehicles.
- Scheduling and administering the work of subordinate staff to ensure that the work is accomplished in a manner consistent with organizational requirements.
- Coordinating with other managers and staff members to formulate and implement policies, procedures, goals, and objectives.
- Planning and leading work of fleet supervisors in various statewide locations; evaluates employee performance; ensures adequate training of personnel; administers disciplinary action as required.
- Resolving customers' queries and bringing in more sales.
- Oversaw staff planning, ensuring adequate resources and capacity to meet prioritized demand.

November 2012 - December 2015(Project ADNOC & ENEC)

Emirates Nuclear Energy corporation Baraka Abu Dhabi- IVMS Fleet supervisor

- General Service/HSE Enec
- Installation, configuration, Operation and managing IVMS system for all ENEC fleets.
- Closely working with
- Scoring RAG report and nominate the best Company Driver
- Tracking Company Vehicles online
- Generated monthly IVMS reports of events for company & its contractors.
- Liaised with IVMS Supplier (FMSI) and rectify need of system; also followed up with Company Contractors for monthly.
- IVMS Reports
- Issued blue key to employee on receiving required documents for driving company vehicles in nuclear plant premises.
- Supported HSE and Security department by providing information about violations and events when required.
- Managed configuration changes of vehicles like speed setting, odometer settings and fixed vehicles configuration changes remotely using fleet management system.
- Transportation (Team Size: 20 Subcontractor - Transportation on ENEC Project)
- Operated as an Advisor for all operations personnel to ensure that a high level of communication is maintained with regards to the Company's Fleet
- Developed timely preventive maintenance & service schedule to ensure minimum downtime and safety and reliability of the vehicles.
- Led replacement vehicle administration & maintain a record of all in and out check list of replacement cars.
- Simplified procedures such as registration renewal / insurance renewal and security pass renewal of fleet vehicles
- Adhered compliance with all statutory compliance requirements related to the vehicles concerning Road Transport

- Authorities, Municipal and other government agencies to protect the company against any statutory penalties.

June 2009 - August 2012

Infinite Computer Solutions - Senior technical support engineer, Bangalore, India

- Remote Infrastructure Management Project)
- Key Result Areas:
- Identifies, investigates, and resolves user's problems with computer software and hardware.
- Fields support calls, chat, email, and/or other communication from users with inquiries regarding software programming, connectivity, printing, and similar concerns
- Consults with users to determine steps and procedures taken to identify and resolve the problem.
- Applies knowledge of computer software, hardware, and procedures to solve problems.
- Guides users through diagnostic and troubleshooting processes, which may include use of diagnostic tools and software and/or following verbal instructions.
- Collaborates with other staff to research and resolve problems.
- Collaborates with programmers to explain errors and/or recommend modifications in programs.
- Arranges service by software or hardware vendors to repair or replace defective products.
- Maintains knowledge of technological innovations and trends
- Performs other related duties as assigned.
- SALES: annual technical support subscription and Antivirus security tools subscriptions.

March 2006 - April 2009

E4E Business solutions Ltd - IT System Administrator, Bangalore, India

- Install and configure software and hardware.
- Monitored and intercepted electronic data transfers, preventing data theft and malware spread.
- Implemented software and hardware upgrades to boost system speed.
- Configured and deployed high-availability and redundant systems for heavy traffic and workloads.
- Fulfilled security and vulnerability disclosure laws on data theft and breaches.
- Stored application and system logs for troubleshooting and audit purposes.
- Reduced issue-resolution time limits, minimizing operational downtime and aiding company performance.
- Used support tools to manage and control remote devices.
- Followed established SLAs, maintaining high IT quality-of-service levels.
- Collaborated with helpdesk teams in diagnosing and resolving issues.
- Led server maintenance activities for company systems to keep critical functions operational.

SKILLS

- Analytical problem solver
- Extensive personal network
- Coaching and mentoring
- Relationship management

ACCOMPLISHMENTS

- Offering 10 +years of experience in:
- General Services
- Tech Sales/ IVMS ~Fleet sales/Management ~Technical Support (IT) / ~Supply Chain Management ~ Project coordinator/Administration (On Site)
- Possess in-depth knowledge of project coordination onsite/off site.
- General services site mobilization/demobilization, transportation, office space management etc.
- Possess in-depth knowledge of heavy and light vehicle operational and repairing procedures with excellent skills in preparing & performing troubleshooting, repairing, and maintenance techniques.
- Rendering capabilities in managing complete procurement management activities involving planning, techno-commercial negotiations, vendor management, stores, and coordination; also skilled in ensuring optimum inventory levels to achieve maximum cost savings without hampering the operations.
- Leveraged skills in maintaining and updating up-to-date records of all vehicles for efficient tracking to facilitate the registration renewal / insurance renewal and security pass renewal of fleet vehicles.
- Take charge professional, known for showing continuous effort to improve fleet operations, decrease turnaround times, streamline work processes, and work cooperatively with the service provider.
- Superior administrative skills, encompassing budgeting, reporting and compliance matters with strong record of cost reduction and quality / performance management, resilient advocate of proactive maintenance measure.
- High integrity & energetic leader with proven skills in quality assurance to deliver quality services to clients / customers.