CURRICULAM VITAE

PERSONAL INFORMATION _____

First name:	**MASTHAN WASIM AKRAM**
Last name:	Abdul Gaffar
Present Address:	Tamilnadu, India
Mobile:	+91-9629802 9209
Email:	m08wasimakram@gmail.com
Date of birth:	23/08/1992
Sex:	Male
Nationality:	Indian

PASSPORT & VISA INFORMATION_____

Passport number:	Z3232025
Date of Issue:	11/05/2015
Date of Expiry:	10/05/2025
Place of Issue:	India
Visa Status:	Singapore Visit Pass
Visa Expiry:	12/09/2023
Fin number:	G8556583X

PERSONAL STATEMENT _____

To secure an opportunity which will provide a platform to improve my innovation to attain a challenging position by exercising my interpersonal and professional skills to the fullest for mutual benefit.
Here's what I am willing to provide to the organization.

- Enthusiasm & Positive Attitude
- Creativity & New Ideas

SKILLS _____

- **Experience in** Hardware, Software, Security, Ticketing Tool: Manage Engine Service Desk plus, MS Office Package, Adobe Creative cloud, SCCM
- **Management:** Budgeting, planning & scheduling, Clients & Contractor coordination, ITIL, Asset management, Administration, People Management
- **Banking:** Home loans, banking operations, record management, KYC
- I am also experienced in learning and adapting to new technologies as per the job demand and if I don't know about it I will learn it very fast.

WORK EXPERIENCE _____

Dec 2022 – Present

Operations Manager
KVMP Engineering Pte Ltd, Singapore

- Managing projects from beginning to end, including planning, scheduling, budgeting, coordinating with other teams, and supervising workers

- Working with engineers, contractors, and subcontractors to develop construction plans and schedules
- Overseeing the bidding process for contracts and hiring subcontractors or outside labor when necessary
- Ensuring that all projects are completed on time and within budget by managing daily operations such as material maintenance and labor scheduling
- Evaluating safety standards on site/shop and enforcing regulations to ensure worker safety

Mar 2021 – Oct 2022	**Assistant Manager** **ICICI Bank Ltd, India**

- Managing Home Loan related backend operations which includes issuing Sanction Letter, LOD, COD, account FC, document maintenance, loan closure, uncollected, database rectification and dispatch of original documents
- Perform KYC verification for retail bank customer.
- Updating customer details in Finnone Application as per KYC
- Publishing & maintaining daily/weekly/monthly/yearly report to unit head related to home loans' open/closed tickets.
- Realizing process improvements and applying different techniques in processes to enhance productivity and profitability

Jun 2019 – Aug 2020	**IT Engineer (TEMPORARY)** **International Hospital, Kuwait**

- Review and monitor the daily activity and performance of the team, which includes attendance, call coverage, quality and standard
- Responsible for monitoring and making record of asset request and to send weekly/monthly report to manager regarding the pending asset request
- Responsible for sending daily/weekly/monthly report to IT manager/IT Head which includes the daily email statistics, ticket statistics, completed and pending tickets of service desk and support team

Sept 2017 – Dec 2018	**Assistant Engineer** **JEL Maintenance Private Limited, Singapore**

- Responsible for IT procurement and IT Asset Management.
- Maintain accurate record of installation including, but not limited to, quantities, serial numbers and asset numbers of installed hardware.
- Responsible for imaging MS windows 10, configuring and software installs (MS office365, Adobe, AutoCAD etc,) on devices like desktop, laptops & AIO.
- Creating incident and service tickets and monitoring ticketing system.
- Performs troubleshooting for hardware and software related issue and basic network troubleshooting.
- Performs troubleshooting for email issues, user creation and password reset for Outlook365, Zimbra and other business applications.
- Performs user creation and deletion in Active Directory.

Jan 2016 – Mar 2017	**Service Engineer** **Diebold Systems Private Limited, India**

- Troubleshooting of Hardware, Software and Network related issues in ATM.
- Responsible for new ATM deployment in my area which includes Installation of OS, software and other desktop applications respective to particular bank,

configuring network and firewall setting, DVR, Receipt Printer, Journal printer and providing training to the ATM custodian on how to load cash and operate ATM machine.
- Installation, configuration and troubleshooting internal and external cameras in ATM.
- Ensure complete customer satisfaction and 24/7 services and uptime for ATM/CDMS.
- Analyzing the reported downtime and suggesting ways to minimize the same.
- Customer focused attitude and target oriented approach for all.
- Provided on-site calibration services for all the instrumentation achieving high levels of customer satisfaction. Answering technical and professional queries.
- Analyzes, tests, document and participate in the implementation of system changes, enhancements and new ATMs.

Jul 2014 – Feb 2015

Knowledge Specialist
Mobius Knowledge Services Private Limited, India
- Worked with the Business Analyst to understand the data needs.
- Used the tools/application to research the data and also capture the data from the database.
- Information gathering for yellow pages Canada.
- Excellent understanding of internet-based research.
- Used the internet to do extensive research to find correct information.

EDUCATION & TRAINING _____

July 2010 – Nov 2014

Bachelor of Technology in Information Technology   EQF Level 6
Anna University, India

Certification

- 1Z0–051 Oracle Database 11g: SQL Fundamentals
- Develop a Risk Management and Implementation Plan

Training

- Ethical hacking, Web application Pentesting

PERSONAL SKILLS _____

Mother tongue(s)   Tamil, Hindi

Foreign Language(s)

	Understanding		Speaking		Writing
	Listening	Reading	Spoken interaction	Spoken production	
English	B2	B2	B2	B2	B2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user

Communication skills

- Able to communicate things crisp and clean.
- Able to take seminars, give lectures and practical presentation.
- Excellent interpersonal and oral communication skill.

Organizational skills

- Highly organized with focused attention to detail.
- Highly critical thinker with effective researching skill.
- Ability to work both independently and in a team environment.
- Excellent communication, interpersonal, analytical skills and strong ability to perform as part of a team.

DECLARATION _____

I do hereby declare that the particulars of information and facts stated hereinabove are true, correct and complete to the best of my knowledge and belief.