

## CURRICULUM VITEA

### **ABDUL RASUL**

**Present Contact: + 965 66 516 716**

**Email: [chachulu@yahoo.com](mailto:chachulu@yahoo.com)**



**TECHNICAL ASSISTANT / OFFICE ASSISTANT / ADMIN ASSISTANT / CUSTOMER SERVICE**

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### OBJECTIVE

To work in a professional environment contributing to its growth and taking advantage of the learning opportunities, which will help me, acquire new skills.

### SKILLS

- Good communication and interpersonal skills.
- Ability to work under pressure and maintain relation with staff and clients.
- Good grasping capacity of job.

### PRESENT EMPLOYER

Designation	:	<b>TECHNICAL SUPPORT HELPDESK</b>
Name of the Company	:	Mabanee Co. S.A.K
Name of the Project	:	FM of the Avenues Mall, Kuwait
Duration	:	July 2013 to Present

### RESPONSIBILITY

- Receiving Complaints from the shops (Tenants), Securities by Phone & Emails.
- Registering Complaints on “Concept Evolution” software and forward to Concern Contractor’s with different tasks.
- Provide technical assistance and support for incoming queries.
- Respond to queries either by email or over the phone.
- Managing with HVAC, Electrical, Plumbing & Firefighting, Civil, BAS, FAS, Water feature, Elevators & Escalators, Sliding door Maintenance, Compactor & Balers maintenance, Gas maintenance, Shutters maintenance and Gate barrier Maintenance departments.
- Follow up with Reporters, Tenant’s & Concern departments to ensure issue has been resolved.
- Preparing Tenant Satisfaction.
- Electrical Meter recharging to all shops & preparing list.
- Preparing daily Check list & Following up list.

### **WORK EXPERIENCE IN KUWAIT**

Designation : **ADMIN ASSISTANCE**  
Name of the Company : Kharafi National KSC (Closed)  
Name of the Project : Project – 1731FM of the Avenues Mall, Kuwait.  
Duration : From May 2011 to June 2013

#### **RESPONSIBILITY**

- All correspondence letter preparation and Log Maintain.
- Quotations and Invoices preparation.
- Variation work orders preparation and log maintain.
- Inter office memo and outgoing memos preparation and log sheet maintain.
- Invoices maintained through (ORACLE) ERP (Enterprise Resource Plan).
- Staff's Time sheets preparation through (ORACLE) ERP.
- Staff's Leave form & Leave return preparation through (ORACLE) ERP.
- Reimbursement preparation through (ORACLE) ERP.
- Monthly report preparation and submitted to client.
- Payment collection request and payment follow up from Client and various Tenants.
- Document Controls, Site Drawings & Manuals Controls and log maintain.

Designation : **CMMS / HELP DESK OPERATOR**  
Name of the Company : Kharafi National KSC (Closed),  
Name of the Project : Project – 1351 FM of the Avenues Mall, Kuwait.  
Duration : From August 2007 to April 2011

#### **RESPONSIBILITY**

- Receiving Complaints & distribute the Complaints to technicians on different tasks for each department.
- Maintenance Daily Reports preparation for all departments.
- Communicate with Tenants, employees, and other individuals to explain information
- Preparation daily complaint work order (Corrective Maintenance work order) through "PROTEUS V" Software and distribute to the related department Supervisors.
- Preparation PPM (Planed preventive maintenance) tasks for all Engines and Equipment's as per the schedule and distributes to the department Supervisors.
- Monthly report preparation from the "CRYSTAL REPORT XI" Software and submitted to client.

### **WORK EXPERIENCE IN INDIA**

Designation : **ADMIN ASSISTANCE**  
Name of the Company : Bismi Consultancy Chennai. Tamil Nadu. India.  
Duration : April - 2005 to June - 2007

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Designation : **OFFICE ASSISTANCE**  
Name of the Company : Heena Travel & Tourism Sankarapuram. India.  
Duration : June - 2003 to Feb - 2005

## EDUCATIONAL QUALIFICATION

- B.com University of Madras, Chennai, Tamil Nadu, India.
- Higher Secondary Education in Tamil Nadu, India.
- SSLC. Board of secondary Education in Tamil Nadu, India.

## ADDITIONAL QUALIFICATION

- Office Automation (MS Office)
- Diploma Catering in Tamil Nadu, India.

## PERSONAL STATEMENT

- Self-development with appropriate guidance is the essence of Progress.
- The development of the work assigned is the key motivator.
- Along with a good working environment together with management support.
- I believe that hard work with intelligence and teamwork.
- Side by side activities are the keys to success in every aspect of life.

## REFERENCE

- |                |   |  |
|----------------|---|--|
| 1. Name        | : | Mr. Fahad Al Dousary   |
| Designation    | : | Senior Facilities Coordinator                                  |
| Email          | : | <a href="mailto:aldusari@mabanee.com">aldusari@mabanee.com</a> |
| Company name   | : | Mabanee Co. S.A.K, Kuwait                                      |
|                |   |  |
| 2. Name        | : | Eng. Charlie Koshy   |
| Designation    | : | Project Engineer   |
| Contact number | : | +965 97 25 75 30   |
| Email          | : | charlie.koshy@kharafinational.com                              |
| Company name   | : | Kharafi National KSC (Closed) Kuwait                           |
|                |   |  |
| 3. Name        | : | Biju Thomas  |
| Designation    | : | Secretary  |
| Contact number | : | +965 99 70 59 15   |
| Email          | : | biju1.thomas@kharafinational.com                               |
| Company name   | : | Kharafi National KSC (Closed) Kuwait                           |

### PERSONAL DETAILS

- Date of Birth : 11 - 02 - 1986
- Sex : Male
- Nationality : Indian
- Marital Status : Married
- Languages Known : English, Urdu, Hindi, Tamil, Malayalam & Arabic
- Current Address : 114<sup>th</sup> Street,  
Near Farwaniya Garden,  
Block # 4, Al Farwaniya.,  
Kuwait.

### PASSPORT DETAILS

- Passport No. : F8366586
- Date of Issue : 26/06/2006
- Date of Expiry : 25/06/2016
- Place of Issue : Chennai

### VISA DETAILS

- Kuwait Civil ID No. : 286021102571
- Date of Expiry : 02/08/2016
- Type of Visa : Article 18 (Transferable)

### DECLARATION

While I am enjoy on my work now I am interested in taking greater challenges and responsibilities and relocate wherever it may be.

I hereby declare that the information given above is true to the best of my knowledge.

Place: Kuwait

Date:

ABDUL RASUL