

# NADEEM YAQOOB AL BELOUSHI

## Senior Service Coordinator

### Objectives

To put job experiences and education into best possible use and scale invincible heights in one of the most challenging jobs, where I can work with a diverse group of people, in an arena where I can grow and prove myself in the field of Customer Service, facilities management, operation, administration, commercial.

### Mobile:

056 2055453 / 0569102207

### Address:

UAE. Ajman

### Email:

[nadbeelrehman@ymail.com](mailto:nadbeelrehman@ymail.com)

### Languages Known

English	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Arabic	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Urdu	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Balochi	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Education

2001 -2004

Dubai | Kakatiya University | Bachelor of Art

- BA, Bachelor of Arts
- Part I - second division
- Passed with 62%
- Major in travel and tourism management

### Other Qualifications

2016 Dubai - Beit Al Khair Society| Arab Board  
Consultancy & Training.

- Marketing strategy and skill improvement course

2012 Dubai | Society of engineers

- HVAC Short Course

2011 Dubai | EMCORE – Site Safety Program

- Safety program
- Handling right tools at the site
- Taking precaution while using tools.
- Self safety and using of fire extinguishers

2003 Dubai | Asian Gulf Travel & Tourism ins t. | Airport  
Passenger Handler

- Airport Passenger Handler Check-in Agent
- CRS, computer reservation system
- Galileo system

2001 Ajman |Ajman Educational Institute.

- Computer Fundamentals in windows 95 & 98
- MS Office 97& 2000.
- MS access Database.

## Skills

- Fluent in Arabic and English
- Marketing strategy/ scheme  
Good Organizational and interpersonal skills with pleasing leadership qualities.
- Good computer skills with years working experience in ERP (SAP) structural environment.
- Lotus, Outlook email database.
- Excellent Computer skill ( MS Office Profession )
- Communication skills and good command of English and Arabic language.
- Analytical skills and decision making ability.
- Supervision skills.
- Coordination skills.
- Sales support cum technical coordination
- Knowledge in HVAC/ Chillers
- Administration skills

## **Experience**

**July 2000 -May 007 | Office Administrator**

**Juma Al Majid EST | Sharjah, United Arab Emirates**

Preparation of quotation, cost sheets, sales related documents etc.

Maintenance of all the office equipment such as telephones, Faxes, Computers Etc.

Entertain walk-in customer with equipment information in the absence of secretary or office staff.

Maintaining and managing office facilities, documents and equipment so as to ensure orderly and smooth functioning of operations and facilitate easy retrieval of information

**July 2007 -Dec 2010 |Commercial Executive Cum Service Coordinate**

**Al Futtaim Engineering | Sharjah, United Arab Emirates**

Handling SAP data entry for the business, such as Customer Creation, Article, Purchase Order, Goods Receipt, Invoice Verification, Sales Order, Pricing, Delivery Order, Billing and Treasury management, petty cash handling and posting with the objective of maintaining accurate and complete record of all trades (sales, procurement and delivery of goods) and meeting company guidelines relating to operations of the business.

Ensure customer satisfaction through all the above activities

Keep record of attendance register, overtime, petty cash statements and prepare monthly reports as may be required to consolidate information related to these aspects.

Responsible for maintaining and managing office facilities, documents and equipment so as to ensure orderly and smooth functioning of operations and facilitate easy retrieval of information.

Preparation of Letter of Credit forms and submits to bank after necessary approvals.Prepare invoices for customers to ensure timely receipt of payments.Receive enquiries from potential clients and pass on the necessary information to concerned persons for further action.

Deposit all cash and cheques are deposited and accounted for in a timely manner with the objective of following company procedures in relation to cash and treasury management.

Follow up with the suppliers, sub- contractors for new jobs. Accompanying sub – contractors for site visit in case in the absence of supervisor for site visit.

Maintaining, instructing and coordinating with the technicians for any air-conditioning complaints, purchasing of materials etc.

Coordination of the after sales warranty services for the Brand represented by Al Futtaim Group. I.e. Sanyo, Aftron, Blue Star from India and other external Brand like York, Carrier, and Mitsubishi used in

**Gender :**

Male

**Father's Name :**

Yaqoob A. Rehman

**Nationality:**

Pakistan  
(Born in Abu Dhabi)

**Marital Status :**

Married

**Driving Licence :**

Car/ Light vehicle

AFE project. The range covered was Window AC, Split, Ducted, and Package units, AHU, FCU & CHILLERS.

Order, study and ordering of spare parts for after sales services warranty. Source, negotiate price and place order for maintenance spare parts and consumables.

Schedule and supervise the work of technical teams each with mobile workshop for after sales warranty maintenance.

Preparation of cost estimation sheet & quotations for installation works resulting from ongoing maintenance contracts & out of warranty repair.

Handle the customer call center and coordinate / assign calls to various technicians, follow up for completion and close call.

Prepare and submit monthly analysis of break down calls, warranty repairs, consumption of spares to Branch Manager & Division Manager.

Ensure customer satisfaction through all the above activities.

**Dec 2010 -May 2013 |Service Coordinator**

**Al Shirawi US Chillers | Dubai, Ras Al Khor**

Follow up with the suppliers, sub- contractors for new jobs.

Accompanying sub –contractors for site visit.

Maintaining, instructing and coordinating with the technicians for any air-conditioning complaints, purchasing of materials etc.

Site Visit with technicians to ensure, chillers, FCU, AHU are in good working conditions. Liaise with technicians at the site for parts and other requirements.

Order, study and ordering of spare parts for after sales services warranty.

Source, negotiate price and place order for maintenance spare parts and consumables.

Schedule and supervise the work of technical teams each with mobile workshop for after sales warranty maintenance.

Preparation of cost estimation sheet & quotations for installation works resulting from ongoing maintenance contracts & out of warranty repair.

Handle the customer call; assign calls to various technicians and follow up for completion and close call.

Prepare and submit monthly analysis of break down calls, warranty repairs, consumption of spares to Branch Manager & Division Manager.

**Dec 2014 -Feb 2015 | Sales Coordinator**

**Ficare Technical Services L.L.C| Dubai, United Arab Emirates**

Preparation of cost estimation sheet, quotations for installation works resulting from ongoing maintenance contracts & any other repairs.

Preparation of AMC - Annul maintenance contracts for sales department (Non Comprehensive, fully Comprehensive and Semi-

comprehensive. Maintaining of CJB – Casual Job Sheet in excel and world format.

Follow up weekly/ monthly database sheets for sales engineers/ sales manager, and same to be forwarded to GM and Sales manager.

Preparation of Snag list in excel and PowerPoint for client submittal.

Forwarding quotations/ invoices Transmittal sheets to clients for approval and same to put on operation once approved.

Visiting site and follow up with clients for delivery of contracts, quotations, invoices for approval. Study and order spare parts for site/stock for after sales services.

Source, negotiate price and place order for maintenance spare parts and consumables.

Assign calls to various technicians and follow up for completion works, administration work for the department.

### **Nov 2015 - Oct 2018 | Charitable Executive**

#### **Beit Al Khair & Dar Al Ber Society| Dubai**

Careful application of quality system at work and the achievement of vision, functions and objectives of the association.

To focus in the search for major companies, shops and foreign institutions, hotels and shops for Beit Al Khair Society

Supporting Fundraising Department in planning, coordinating, fundraising initiatives, campaigns and activities.

Updating donors' database master file in the system for present and future donations.

Assisting marketing fundraising team in bringing new concept for fundraising.

Issuance of fundraising letters to various private/ government organisation and certificate of appreciation upon receipt of donations.

Updating Oracle database system for donors.

Assisting fundraising campaigns, events and activities, Ramadan campaign etc.

Carrying out research and producing full and accurate profiles sources when required by fundraising teams.

Assisting in reports and surveys for fundraising initiatives, meetings.

Administrative support.

Contacting major foreign companies, correspondence of emails, follow up and survey of market to introduce society philanthropic activities.

Companies and hotels geographical survey.

Preparation of studies relating to the system and the Internet to facilitate the mechanism of the Division.

To prepare reports on companies and hotels , coordination and communication with wanting to set up events with the society