MD EHSAMUDDIN

BMS OPERATOR

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Jamshedpur, Jharkhand, INDIA

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SUMMARY

Experienced Administrative Assistant with expertise in office administration, documentation, data entry, report preparation, and cross-functional coordination in a fast-paced facilities management environment. Skilled in managing CAFM systems, maintaining accurate records, scheduling preventive maintenance, tracking service requests, and supporting daily administrative operations. Proficient in Microsoft Office, client communication, and coordinating with multiple departments to ensure efficient workflow and timely task completion. Highly organized, detail-oriented, and committed to delivering accurate administrative support while maintaining high standards of professionalism and customer service.

EXPERIENCE

FMCO - RED SEA PROJECT (CVH CAMP - B) (KSA)

Feb/2025- Feb/2026

Assistant Admin

- Monitored CAFM system and generated, assigned, and tracked service tickets (Housekeeping, Logistics, Laundry, Maintenance) based on priority and SLA.
- Ensured timely resolution of all requests through effective coordination and continuous follow-up with relevant departments.
- Managed Planned Preventive Maintenance (PPM) schedules, generating work orders as per pre-defined programs and ensuring timely execution to avoid breakdowns.
- Prepared daily, weekly, and monthly reports (including KPI reports) while maintaining clear communication with clients via email, Teams, WhatsApp, and phone.
- Acted as the first point of contact, registering complaints and service requests in the CAFM system with accurate details.
- Provided real-time updates and followed up with technicians/supervisors to ensure timely resolution within SLA.
- Managed incident reports and maintained daily logs while ensuring high customer satisfaction through professional communication.

FMCO - OXAGON CAMP - NEOM (KSA)

Jan/2024- Feb/2025

Receptionist & CAFM Operator

- Served as the first point of contact, welcoming guests and clients while maintaining a professional and friendly front desk environment.
- Managed check-ins and check-outs efficiently using RMS/booking systems, ensuring accurate records and smooth operations.
- Handled incoming calls, emails, and walk-in inquiries, providing clear information and directing them to the appropriate departments.
- Addressed guest concerns and complaints promptly, ensuring quick resolution and high customer satisfaction.
- Coordinated with housekeeping, maintenance, and logistics teams to fulfill guest requests and maintain service standards.
- Maintained visitor logs, documentation, and front desk records with high accuracy.
- Assisted in preparing daily reports, guest records, and operational updates for management.
- Ensured compliance with company policies, safety procedures, and hospitality standards at all times.

AL MAJAL (KSA) Jun/2022- Sep/2025

Maintnance

- Conducted routine inspections and preventive maintenance to ensure equipment reliability and performance.
- Identified faults and carried out timely repairs to minimize downtime.
- Maintained accurate records of maintenance activities, repairs, and service schedules.
- Coordinated with team members to plan and execute maintenance tasks efficiently.
- Ensured adherence to safety procedures and company standards during all maintenance work.
- Managed tools, materials, and spare parts to support maintenance operations.
- Assisted in improving equipment performance by identifying recurring issues and suggesting solutions.

EDUCATION

AL-KABIR POLYTECHNIC
ASSISTANT ELECTRICIAN (2018)

KARIM CITY COLLEGE
12TH (2017)

D.B.M.S. CAREER ACADEMY, JAMSHEDPUR
10TH (2015)

SKILLS

- Excellent Communication Skills
- Customer Service Expertise
- KPI Reporting
- CAFM Ticket Management
- Check-In/Check-Out Coordination
- Administrative Proficiency
- Client Liaison
- MS Excel
- Professional Emails writing
- Technical Skills
- Multitasking