




RAWOOF AHMED MOHAMMED

ADMINISTRATIVE
ASSISTANT

CONTACT

-  058-8084605
-  rawoofahmed721@gmail.com
-  Dubai, Abu Dhabi

SKILLS

- Business Correspondence
- Telephone Skills
- Verbal and Written Communication
- Time Management
- Business Operations Understanding
- Document Control
- Office Equipment Operation
- Meeting Preparation
- Staff Management
- Customer and Client Relations
- Security Awareness
- PC Proficiency
- Travel Planning
- Multi-Line Telephone Systems
- Mail Handling
- Expense Reporting
- Business Administration
- Office Administration
- Reception Desk Management
- Microsoft Office
- Organization Skills

PROFESSIONAL SUMMARY

Organized administrative professional experienced in providing exceptional customer service. Skilled multitasker with the ability to maintain composure in fast-paced, high-pressure environments. Expertise in scheduling, data entry, record keeping and customer relations. Proven ability to maintain professionalism and a positive attitude when interacting with clients.

EXPERIENCE

January 2022 - December 2023

Receptionist

Vijaya Diagnostic Center, Warangal, Telangana

- Greeted visitors warmly and ensured they had a positive experience.
- Handled cash and credit card payments with accuracy.
- Answered phones professionally in accordance with organizational protocols.

March 2020 - December 2021

Customer Care Executive

KIMS Hospitals, Hyderabad, Telangana

- Performed outbound calls to follow up on orders or provide additional information about products and services.
- Handled escalated customer complaints efficiently, minimizing the risk of further dissatisfaction or negative publicity.
- Identified customer needs and provided tailored solutions to meet their expectations.

June 2018 - January 2020

Project Coordinator

SSQ Infratel Company, Vijayawada, Andhra Pradesh

- Provided administrative support and workplace training to team members.
- Maintained an organized system of records including documents such as contracts, invoices, change orders.
- Engaged with vendors and suppliers to obtain quotes for materials needed for projects.

February 2017 - May 2018

CCTV Engineer

Giga Wave Security Systems, Dubai, Dubai

- Installed various types of cabling including coaxial cable, fiber optics, twisted pair and power cables.
- Ensured compliance with security policies related to physical access control

- Office Supply Inventory Control
- Data Inputting
- Information Protection
- Organization and Efficiency
- Strategic Planning
- Correspondence Distribution
- Reminder Calls
- Answer Telephone Calls
- Greet Visitors
- Call Transfers
- Patient Appointment Management
- Mail Preparation and Sorting
- Billing and Payment Processing
- Administrative and Clerical Support

LANGUAGES

- **English**
Fluent

- Developed detailed system designs to meet customer requirements for new CCTV installations.

August 2016 - January 2017

LOS Engineer

Ceragon Networks Private Limited, Chennai, Tamilnadu

January 2015 - May 2016

EMF Survey Engineer

Skytel communications Ltd, Pune, Maharashtra

- Created detailed reports summarizing survey findings for clients.
- Verified construction layout using both conventional survey techniques and modern technologies.
- Resolved complex problems related to instrumentation calibration or data collection processes.

May 2014 - December 2014

UBR Survey Engineer

Neo Tel Works Private Ltd, Hyderabad, Telangana

- Verified construction layout using both conventional survey techniques and modern technologies.
- Performed calculations to determine elevations, distances and angles between survey points.

EDUCATION

March 2012

B.Tech. in E.C.E

Ramappa Engineering College, Warangal

March 2009

Diploma in E.C.E

VMR Polytechnic college, Warangal

March 2006

S.S.L.C in Secondary School

Platinum Jubilee High School,, Warangal

CERTIFICATIONS

- BSNL CERTIFIED GSM RF ENGINEER

REFERENCES

References available upon request