

Saffiullah Mohamed Sharif

Telecom / Back Office Coordinator | Admin Support | Customer Service

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Professional Summary

Detail-oriented Admin Support professional with 2+ years of experience in the telecommunications industry. Skilled in Microsoft Office tools, especially Excel, with a strong focus on customer support and team coordination. Proven ability to manage administrative tasks, resolve client issues, and contribute to smooth telecom operations. Actively seeking a back-office coordination or telecom support role to leverage my technical and interpersonal strengths.

Key Skills

- Microsoft Excel & Office Suite
- Customer Support & Service
- Team Leadership & Coordination
- Telecom Operations & Administration
- Email & Document Management
- Complaint Resolution
- Data Entry & Reporting
- Time Management
- Problem Solving
- Communication Skills

Tools & Platforms

- CRM
- VDI
- DUverse
- GIS
- Microsoft Outlook
- NC

Professional Experience

Admin Support

Quesscorp Manpower Supply Services LLC, Dubai | Jan 2023 – Jan 2025

- Operated across platforms such as VDI, CRM, NC, DUverse, GIS, and Microsoft Outlook

- Validated customer documents, created new accounts, and managed work order creation and appointment bookings
- Collaborated with teams including COBO, FNE, DSP, TT, Telesales, FMS, Inzone Enterprise, and LCM
- Managed 100+ daily customer coordination emails and resolved 30+ pending service requests weekly
- Supported training and onboarding for new hires, improving team ramp-up time and productivity

Education

Bachelor of Engineering

Government College of Engineering – Srirangam, Trichy, India | 2021

Certifications

- Responsive Design – Mind Luster | Completed: September 2023

Languages

English, Tamil, Hindi, Urdu, Malayalam, Marathi

Projects

Design and Fabrication Project

Completed as part of Bachelor of Engineering curriculum; applied mechanical and design principles through model development.

Volunteer Work

Supported event coordination and student management during college cultural activities.

Achievements

- Scored 100/100 in Science in 10th Grade — recognized for academic excellence.