



ASHU DHIMAN  
(Operations & IT Administrator)

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+91 9520048398

Kaulagarh, Dehradun, UK

Being a professional Administrator I am interested in continuing a successful carrier with a progressive company and it will effectively utilize my experience and provides growth and stability. The accompany resume will provide you with detail as to my ability and experience. Goal-oriented individual with a pleasant personality and a tenacity that knows no restrictions. A multitasking executive considered highly ambitious, willing to meet maximizing brand awareness.

### EDUCATIONAL QUALIFICATION

Bachelor of Commerce–Accounting 2013  
**DAV PG College Dehradun, UK India**

Senior Secondary Education–Accounting 2010  
**Children’s Academy Dehradun, UK India**

### Certifications

- Training attended for the course of "Tally ERP 9" in February 2017 from Bright Future Computer institute at Burjuman, Dubai.
- Training attended for the course of "Executive Secretary" in October- January 2017 from Bright Future Computer institute at Burjuman, Dubai.
- Training attended for the course of Security System Operator at the Security Cadre Trading Centre- Dubai In April 2018.

### WORK EXPERIENCE

Operation Assistant and Employee Helpdesk 10/2016 to 08/2020

**World Security A DP World Company – Dubai, UAE**

### Responsibilities

- Prepared and proofread reports detailing operations activities.
- Gathered, organized and modeled data to assist management in making key decisions.
- Assisted with day-to-day operations of facility, including scheduling and customer service.
- Utilized ROSTIMA Automation software on regular basis to complete job tasks, developing advanced proficiency.
- Boosted productivity by consolidating material planning, data collecting, payroll and accounting programs into one main system.

### PERSONAL DETAILS

Date of Birth : 30/11/1992  
Nationality : Indian  
Sex : Male  
Marital Status : Unmarried

### PASSPORT DETAILS

Passport no : L8728564  
Date of issue : 13/05/2014  
Date of expiry : 12/05/2024

### Languages Known

English, Hindi, Punjabi, Nepali & Urdu

### Hobbies

Reading Books, Dancing and Learning new things.

### KEY SKILLS

- Data management
- Timeline management
- Process implementation
- Consistently meet goals
- Team leadership
- Teamwork and collaboration
- Inspection reviews
- Communications
- Data analysis
- Customer service
- Audit support

- Worked with HR specialist to resolve issues with scheduling, service or accounting areas.
- Taking Care of the Helpdesk employees services. Responding to queries via chat, email and phone.
- Follow up with the management to ensure complete resolution of issues.
- Track and route problems and request and document resolutions.
- Prepare activity reports.

MIS Executive Leader 09/2011to12/2015

**Communication Solutions (U.S BASED)**

**Responsibilities**

- Developed and implemented a high-quality work environment as measured through employee satisfaction ratings.
- Worked with support teams to resolve issues with services for a better result.
- Monitored and evaluated teams, identifying and targeting opportunities for improvement.
- Oversaw 12 executive staff to mentor on operations activities and boost productivity.
- Performed clerical duties, including typing, answering phones and completing forms.
- To evaluate commission of each Sales Representatives on the basis of sales done in the U.S Store.
- To ensure whether the devices that are sold on contractual basis have a proper record in RQ4 software or not.
- To maintain that the commission is diffused to the correct Store. Filing discrepancies for invalid cases.

Sales Associate 08/2010to08/2011

**Bajaj Kawasaki Motorcycle Dehradun, UK India**

**Responsibilities:**

- Maintained excellent knowledge of complex technology devices and products to assist customers in making selections to meet business and personal needs.
- Liaised with customers and recommended specific products and specials in alignment with individual needs, requirements and specifications.
- Quickly and efficiently resolved customer issues and requests to achieve improved satisfaction scores.
- Maintained records related to sales, returns and inventory availability. Attained top performance in mobile sales with targeted, highly satisfied business customers by delivering exemplary service and assistance.

**Declaration**

Give me an opportunity it shall be my earnest endeavor to strive art and attain the standard of excellence set forth by my employer.

**ASHU DHIMAN**