AHAMED THAJUDEEN

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📍 TORONTO, Ontario M1J2H8

SKILLS

- Vessel Planner
- Warehouse Supervisor
- Container Terminal Planner
- Medical Emergency Response
- Communication System Management
- Clerical Support
- Meeting Preparation
- Payroll Processing
- Troubleshooting and Resolution
- Diagnosing Issues
- Installation and Configuration
- Service Requests
- AVAYA Aura
- Telecommunications Equipment
- Wireless Telecommunications
- Network Administration
- Wireless Access Point
- Cisco Routers and Switches
- Data Entry Documentation
- Microsoft Office
- Office 365
- Electronic Communication

EDUCATION

Khader Mohadeen Hr. School
Adirampattinam, • 04/1989

No Degree

COMPUTER SKILLS :

- Depth Knowledge in Microsoft Office Products. Extensive knowledge in using the Microsoft windows-based platform Operating Systems. c).

OBJECTIVE

To work with a progressive Organization which gives opportunity to utilize my skills and experience in advancing a common goal of growth of the Organization and prospective personal growth.

WORK HISTORY

Saudi Korean Port Services (SKPS) - **Opn's Supervisor (Q/S, Warehouse & Container Yard)**

JEDDAH • **12/1991 – 06/1995**
Key Responsibilities Handled:

- Berthing the vessel with co-ordination of Port Pilot on board.
- Sending mails on daily basis for documentation requirements Monitoring yard movement according to requirement of containers.
- Organizing the Vessel movements in accordance to the crane working program.
- Regulating the equipment's according to the Crane, in Yard.
- Coordinating with Chief Mate, for regular issues of operations
- Issuing & preparing required documents for / from Agent such as completion certificate, guarantee letter etc.,
- To give instructions and guidelines for foreman and VDU operators during the discharge of their duties.
- Monitoring & trouble shooting the reports prepared by Foremen & Tallyman.
- To work in close coordination with the superintendent to enhance the quality and performance of staff.

Gulf Stevedoring Contg. Co. Ltd (South Project) - **Supervisor**

JEDDAH • 10/1996 – 09/1999
Key Responsibilities Handled:

- H.R Department (Ticketing/Payroll)
- Maintaining Personnel records, Drafting Correspondences, Memos, and Letters.
- Responsible in counter checking all daily attendance reports such as daily Time sheets / timecard and O.T. approved requisition against the monthly attendance summary reports.
- Filing of Personnel document in the employee files.
- Maintaining outgoing & incoming correspondence record.
- Distribution of official documents to concern HOD/Staffs.

- Faxing and intimating in advance about the balance stationeries and commodities for rising purchase requisition.

Gulf Stevedoring Contg. Co. Ltd (North Project) - <u>Superintendent</u>

<u>JEDDAH</u> • <u>10/1999</u> – <u>11/2018</u>

- Reporting directly to the Information Technology Manager.
- Active member in Helpdesk Team. Handled high priority user issues with optimum dedication meeting timeline matrix.
- Overall responsible for planning and control of technical problems of telecommunication Network lines which includes phone/faxing lines and exchange server.
- Functioning as System Administrator in Avaya Telecommunication system. Proficient in handling all administration and support tasks in Avaya Tele Communication Products. Namely some of the modules given below- Avaya Aura System Manager
  - ➢ Avaya Messaging System Management
  - ➢ Communication Manager
  - ➢ SBC-Remote worker Security
  - ➢ SBC-for Saudi Telecom
- Possessing good knowledge in handling TELETIGER billing software solution.
- Providing support for biometric hand punch (HP) machine related tasks. Support provided on employee registration on HP, configuring hand punch machines, servicing initial support on device malfunctioning, data polling, synchronizing device accounts etc.
- Maintaining radio device TEKLOGIX user accounts and privileges within the terminal operating system Navis.
- Leasing and coordination with STC to ensure maximum business continuity plan with respect to telephone and DIA/IP-VPN for Jeddah/Jubail. Having a cordial relationship with STC account managers to ensure apt support from them in case of failures.
- Total telecommunication functions, ensuring smooth and efficient handling of telephone and faxing lines.
- Fully responsible for the total telephone PABX (Meridian-1 Option 11C) board setup, shifting and their connections all over the terminal as well as in the Camp Premises (Meridian – 32).
- Checking & monitoring of incoming and outgoing e-mail/faxes and telex, and same is forwarded to the concern department for proper course of action.
- Design and laying underground cabling of wires and optic fiber throughout the seaport terminal of the allocated Company's area.
- Connecting camp office and Construction Dept inside Seaport using Point-Point through local network
- Easy dial to camp PABX system through dedicated (terminal) line.
- Upraising/Intending of purchase requisition & orders concerning requisition of cables, telephone wire and other telecom related major and minor equipment's.
- Make follow-up with concern department in regard with the problem occurs in their telephone/fax lines.
- Attending to day-to-day queries (field work) from to all department to out sorting out their overall communication problem.
- Acted as a team leader in group projects, delegating tasks and providing feedback.

- Installation & Trouble Shooting of all Windows Operating Systems, VGA cards, Network cards, Scanner, Printers etc.
- Load computer tapes and disks and install software and printer paper and forms.
- Provide problem-solving services to network Client or end users.
- Implement data, software and hardware security procedure for CISA compliance.
- Installation & Trouble shooting minor problems in Stevedoring Containers Logistic terminal application **"EXPRESS & SPARCS"** developed by **Navis Inc. U.S.A.**
- To download **Electronic Data Interchange (EDI)** format file which commonly used among the Shipping liners, Customs Department, clearing agent and the manifest department to download from port authority servers Saudi EDI in accordance with **Crimpson Logic PTE Singapore**.
- Installation of Oracle 8i Database on end user terminals and configure Management Information Service (MIS) applications like attendance, daily work progress activities.
- Perform Oracle8i Database Cold backup by stopping the database & Copying database using Snap folder of **NETAPP** data storage filers to another standby server.
- Registering Complaints for user support call center activities like user complaints, peripheral, software problems, Database performance issues in coordinating and assisting Network engineers and Database Administrators.
- Fixing Hardware Problems in PC, Epson LQ Printers and Laser Jet printers.
- Forwarding mails to the concerned department like Terminal Manager, Deputy Project manager, Manifest section, HR department, for different subjects.
- Attending and solving agent's requests on telephone and some time in Ships berthed in the terminal.
- Generating and sending Periodic reports like Dispatch, Received for container movements to liners and agents for a time span.

SIS Communications - **Sharing Partner**
ADIRAMPATTINAM, TamilNadu INDIA• 12/2018 - 12/2021

- Established Internet Service Facility partnered with **internet service providers.** Fiber Optic Connectivity within 30 km surrounding area in locality.