Hijas Hamsa

MECHANICAL ENGINEER

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EXPERIENCE

January 2023 - February 2025
Admin/Coordinator, *Crystal Automatic Doors - Ajman, UAE*

- Delivered administrative support by coordinating day-to-day office operations, streamlining processes to enhance overall efficiency.
- Organized and managed calendars and departmental communications to ensure effective scheduling and collaboration.
- Maintained and updated confidential records, files, and databases with precision, ensuring adherence to data protection and compliance standards.
- Assisted in drafting, editing, and formatting reports, presentations, and internal documents for executive and departmental use.
- Provided administrative assistance to HR and finance teams, including data entry, filing, and coordination of routine processes.
- Served as a key communication bridge between departments, ensuring seamless workflow and timely exchange of critical information.
- Acted as a liaison between departments to facilitate smooth workflow and information sharing.

October 2021 - October 2022
Service Advisor, *Bahwan International Group - Dubai , UAE*

- Accurately assessed and diagnosed automotive issues based on customer-reported symptoms and visible vehicle conditions, ensuring correct identification of service needs.
- Effectively communicated customer concerns into detailed, actionable work orders for technicians, facilitating efficient and accurate repair processes.
- Created and managed job files and repair orders using SAP and ECC systems, ensuring all service details were properly recorded and tracked.
- Ensured that all completed automotive services met or exceeded company quality standards, resulting in high levels of customer satisfaction.
- Prepared accurate invoices for services rendered and handled customer payments, maintaining proper financial documentation and accountability.
- Handled customer inquiries and complaints with professionalism and efficiency, resolving issues promptly to maintain positive customer relationships.
- Managed and updated customer records in internal systems, ensuring all data was current and accurately entered for service tracking and future reference.

February 2020 - February 2020
Intern - Admission Recruiter, *Amity University - Dubai , UAE*

- Assisted in the entry, verification, and organization of admissions data, ensuring accuracy and timely processing of student applications and enrollment records.

- Provided comprehensive information to students and parents about available academic programs, admission requirements, and application procedures, enhancing their understanding and decision-making process.
- Managed inbound and outbound calls and responded promptly to emails and queries, delivering a high standard of customer service and maintaining a positive image of the institution.
- Updated and maintained accurate records in the admissions database, tracking applicant progress through various stages of the admissions process.
- Liaised with academic and administrative departments to provide up-to-date information to prospective students and assist in the scheduling of counseling sessions or campus tours.
- Reviewed student credentials to determine initial eligibility for programs, and advised on additional documentation or next steps.

July 2019 - August 2019
Intern - Hire Desk, *Manlift Middle East - Dubai, UAE*

- Managed and organized operational data using software platforms such as Syrinx and MAT, ensuring accurate input and retrieval of hire and service-related information.
- Assisted in maintaining documentation processes for Service Bay and Hire Desk operations, verifying procedural accuracy and helping streamline day-to-day functions.
- Filed both physical and digital documents, ensuring records were consistently updated, securely stored, and easily accessible for audits or reference.
- Entered and maintained customer, equipment, and hire-related data within internal databases, supporting real-time accuracy and operational efficiency.
- Supported the coordination of equipment availability, bookings, and returns, helping the team maintain optimal resource utilization and timely customer service.
- Collaborated with internal departments to ensure customer requirements were met, including tracking equipment maintenance schedules and service follow-ups.
- Assisted in responding to customer inquiries related to equipment hire, availability, and documentation, delivering clear and helpful information in a professional manner.

EDUCATION

Jan 2024 - Present
Masters Degree, MBA International, Canterbury Christ Church University

Sep 2016 - Jul 2020
Bachelors Degree, Mechanical & Automation Engineering, Amity University Dubai

Apr 2014- Mar 2016
High School, Senior Secondary Education, Indian Excellent Private School

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SOFTWARE SKILLS

SAP CRM & ECC | Microsoft Office | Syrinx

LANGUAGE

English - Fluent | Malayalam - Native | Hindi - Moderate
Arabic - Moderate