

## Curriculum Vitae

### **SANDEEP SADASIVAN**

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Dubai - UAE

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#### **JOB OBJECTIVE**

Seeking an opportunity to work with your esteemed institution contributing to the fulfillment of the institutional objectives by utilizing my skills and abilities & ensuring personal growth while being resourceful, innovative and flexible.

#### **ORGANISATIONAL EXPERIENCE**

🚧 **Access Coordinator in Du Telecoms, Key Access Governance Department (Project Managing by M/s Hayat Communications LLC, Dubai UAE, and worked From FEB 2020 to 31<sup>st</sup> MAY 2024 – Four Years of Experience**

➤ **Job Responsibilities:**

Managing, Monitoring and controlling the access of Du Technical sites like Minicore, MMR, MDF & IDFs in Dubai and North East Region and many other assigned duties as follows,

- Managing & maintaining the access for Du Telephone Equipment Rooms (TER) which included MMR, Minicore, GSM Rooms, MDF and IDF Rooms.
- Verifying the access request through MAXIMO Portal, SAR, KAM requests and providing the access approvals
- Excellent knowledge of HPSM, Net cracker, Maximo Portals as daily routine
- Applying and Securing the work permits, Building & Authorities NOCs on Yearly, Monthly & Weekly basis for du internal teams
- Dealing with Staffs, Contractors, Customers & Building Managements in terms of access to the TER (Telephone Equipment Room) if required
- Updating & Reporting Daily Work Reports, Access Reports, New project Records & other all related records
- Giving instruction to the access requestors 24/7 without any delay.

🚧 **Worked as Customer Service Executive in NEW ALANKAR HYPERMARKET PATHANAMTHITTA, KERALA, INDIA**

➤ **Job Responsibility:**

- Monitoring of the support case management process and system regionally, including regular interaction with support and service personnel to ensure customer urgency is a priority.
- Authorization of escalation & priority levels for customer cases regionally.
- Managing data input for customer cases, maximizing integrity and consistency for continuous improvement.
- Implementation, monitoring and enforcing of the Return Merchandize Authorization (RMA) process at all service center locations regionally, including documentation management.
- Work in collaboration with the global after-sales team to ensure standardization of services across all locations, and continuous improvement of processes and tools to maximize customer experience.
- Managing regional customer service email and phone systems.

## ACADEMIC QUALIFICATION

- B. TECH COMPUTER SCIENCE, COLLEGE ENGINEERING KADAMANITTA, MAHATMA GANDHI UNIVERSITY, KERALA
- H.S.C /+2 GOVERNMENT H.S.S KERALA HIGHER SECONDARY BOARD - Passed with a Percentage of 80%
- SSLC/10 from N.H.S.S, PTA, KERALA STATE SECONDARY BOARD - Passed with a Percentage of 79.50%

## Computer Knowledge

- Windows, Excellent in MS- Office and Outlook

## STRENGTH

- ✓ Flexibility
- ✓ Leadership Quality.
- ✓ Team Sprit

## PERSONAL DETAILS

Date of Birth	:	02/03/1990
Sex	:	Male
Nationality	:	India
Marital Status	:	Single
Interests	:	Technology & Music
Language's known	:	English, Hindi and Malayalam (Read/Write/Speak

## PASSPORT DETAILS

Passport No : Y3309943  
Place of Issue : Trivandrum  
Date of Issue : 27/06/2024  
Date of Expiry : 25/06/2034  
Visa status : On Visit visa, Valid till January /10/2025

## DECLARATION

I hereby declare that all the information given above is true and I hold the responsibility of its authenticity

SANDEEP SADASIVAN PILLAI

Date: