



BIJITH BABU

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Kayamkulam (India)

ABOUT ME

Forward-thinking Help Desk Operator with 4 years & 11 months of experience. Knowledgeable about Computerized Maintenance Management System (CMMS) FaciliWorks Software, Service Desk Plus, Ticket Management, offering extensive knowledge of Schneider & Honeywell Building Operation Software, Planning of schedule works effectively, efficiently and perform works as required. Through these qualities, I have confidence in my ability to facilitate positive change and collective effort.

WORK EXPERIENCE

Help Desk Operator [Project - Al Salam Al Assima Hospital]

Fawaz Trading & Engineering Services Co. W.L.L [20/02/2019 – 30/11/2023]

City: Bneid Al Ghar

Country: Kuwait

- Well known about CMMS FaciliWorks, Assets & generation/adding of work orders, good knowledge in Help Desk (Service desk plus) Ticket Management Operation & Maintenance of BMS system.
- Maintains documentation for all malfunctions & repairs. Generating and printing reports for Planned Preventive Maintenance (PPM) & reporting pending work orders to Engineers/Concern Officer.
- Good knowledge on Ticket Management/ Ticket dispatching to the concern dept., through Service Desk software, assign projects to concern dept. by creating new request with Service desk.
- Coordination of corrective maintenance & maintain proper filing. Handling Customers Emails & Phones then resolving their issues & escalating the major issues to concern Head of Department or Maintenance team for such matters that need quick action to be taken.

Store Assistant [Project - Al Sabah Hospital, Area - 01]

Fawaz Trading & Engineering Services Co. W.L.L [19/02/2019 – 10/02/2021]

City: Al Sabah Area - 01

Country: Kuwait

- Prepare and dispatch daily internal and external customer orders to achieve agreed targets & well known about the Dynamics software.
- Ensure all new parts are stored and labelled correctly and all deliveries are put away efficiently. Prepare parts for return to manufacturers and all goods being dispatched are packed and labelled correctly.
- Maintain inventory records by adding or deleting items as they are issued or received. Performs physical inventory of warehouse, supply yards & reconciles records, determine proper floor and shelf location for supplies.
- Keep up to date records of receipts, records and withdrawals from the store.
- Maintain stores security and health & safety disciplines, keeping stores clean, tidy and in good order at all times.

Secretary [Project - Al Salam Al Assima Hospital]

Fawaz Trading & Engineering Services Co. W.L.L [20/02/2021 – 27/03/2022]

City: Bneid Al Ghar

Country: Kuwait

- Well experienced in document handling, proper arrangement of files, well knowledge in work coordination.
- Duty rooster, invoices, coordinate & arrange meetings.
- Screen initial call and determine customers requirements.
- Deal with incoming/outgoing calls & emails, ensuring all queries are dealt with or pass on to the relevant person in a timely manner.

Draughtsman

Compuss Builders Engineering and Construction [20/05/2016 – 28/01/2019]

City: Kayamkulam

Country: India

- Highly experienced in preparing AutoCAD drafting for construction Projects. Developed CAD based on project design requirements.
- Reviewed and recommended improvements to blue prints.
- Coordinated with Engineers to develop engineering change notices.
- Works closely with all applicable groups to ensure that the drawings convey the correct information.

EDUCATION AND TRAINING

Diploma in Civil Engineering

Karnataka State Open University [07/2013 – 02/2015]

Address: Muktha Gangothi, Mysuru, Karnataka, 570006 Mysore (India)

Diploma in Building Design and Animation

G-Tech Computer Education [01/06/2015 – 10/12/2015]

City: Mavelikara

Country: India

Revit Architecture

G-Tech Computer Education [04/01/2016 – 27/03/2016]

City: Mavelikara

Country: India

LANGUAGE SKILLS

Mother tongue(s): **Hindi** | **Malayalam**

Other language(s):

English

LISTENING C1 READING C2 WRITING C2

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

CMMS Software / Service Desk Plus / Ticket Management / Helpdesk / Preventive maintenance skills / Microsoft Word / Microsoft Office / Microsoft Excel / Outlook / Auto desk auto CAD / Mep Revit / 3Ds mAX / Arrangement of Records

MANAGEMENT AND LEADERSHIP SKILLS

Time Management

Excellent in arranging the time work for specific work & plan all the schedules as per the requirement.

Hygiene, Health and Safety

Maintain work place security health & safety disciplines keeping work space tidy and in good order at all times.

Communication

Good communication skills in both verbal & writing. Built a good rapport with clients to offer genuine and social interaction.

Customer Service

Provide superior customer service and work quality while demonstrating attention to detail, flexibility and innovation in resolving problems.

HOBBIES AND INTERESTS

Musics

Films

Cooking
