



MOHAMMAD ANAS

PROFILE

Service Project Coordinator with 4 years of experience in coordinating, provisioning, and shipping of internet connectivity at TELUS. Proficient in MS Office, Project Management, and communication, with a strong ability to work closely with external vendors and internal teams to enhance client satisfaction. Leveraging expertise in Strategic Planning to drive successful outcomes. Demonstrates exceptional problem-solving skills and a commitment to professional growth, contributing to the company's overall success.

EXPERIENCE

Service Project Coordinator

GoCo Communications by TELUS Vancouver, Canada

JOB Responsibilities.

- Preparation of Billing Schedule for internal and Client purposes
- Ensuring the smooth dispatch activity and timely completion of deliverables as per contractual scope.
- Call the client on daily basis to inform them about the installations, delivery updates. Resolve the client complaints over the call.
- Identification and Resolution of Site related issues by coordination with the Installation team.
- Create and manage CRM tickets for service changes, connectivity issues, and equipment replacements, improving service reliability.
- Scheduled professional onsite installations for Canadian and US sites, ensuring meticulous coordination and timely execution.
- Conducted detailed root cause analysis for service disruptions, enhancing network reliability and reducing downtime by 15%
- Trained new Service Availability Coordinators on service availability checks, fostering a knowledgeable and efficient team.
- Use Service Now to open the tickets to resolve the issue internally or with the customer for any equipment not working or loss at the site during the delivery, service down, or any other urgent issue within the project team.
- Conducted Risk assessments and Mitigation strategies to minimize project risks and ensure successful project delivery
- Successfully completed TDL (Tim Hortons), Parkland fuel Corporation and Grafton Apparel projects.
- Worked with Clients like Bell, Rogers, Shaw and other Telecom providers.

EDUCATION

Capilano University, Vancouver, Canada

Post Graduate |Business Management

Jan '18 – Jan' 20

CONTACT

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COMPUTER PROFICIENCY

MS OFFICE

- MS EXCEL
- MS OUTLOOK
- MS WORD

MANAGEMENT SKILLS

- Ability to build relationships and trust
- Leadership skills and Team player
- Active listening skills
- Project Management
- Operation Management
- Supply Chain management

PERSONAL INTERESTS

- Hiking, Cricket, Running, Travelling

PERSONAL INFORMATION

Birthday- 15/01/1995

Gender - Male

Nationality- Indian

University of Delhi, New Delhi

B. Com (Hons) | Commerce

July '13 – Aug '16

Marks: 74%

New Delhi

CERTIFICATION

- **Hootsuite: For Social Media Marketing**

PROJECTS

Tim Hortons

2020-22

Collaborated with 10+ telecom providers all over Canada to help them upgrade their data and manage them regularly. Worked on more than 4000+ Tim Horton sites all over Canada.

Parkland Fuel Corporation

2021-22

Generating and implementing work plans, coordinating fieldwork, and providing instruction and assistance to field employees. Worked on more than 1500+ sites all over Canada.

Grafton Apparel

2022-23

Trained new employees to work on this project from planning to execution.

INTERNSHIP

British Columbia Doctors of Optometry

(Richmond, Canada)

Sep'19 – Dec'19

Learn Practically in an office environment how small businesses operate from coordination to administration.

- Coordinated with suppliers and companies to manage AP and AR invoices, fostering strong vendor relationships.
- Administered eye-safe frame warranties, reducing processing errors and improving customer satisfaction.

Arbutus College

(Vancouver, Canada)

July' 19 - Aug'19

Learn to work effectively in a team environment, participate in decision-making, and maintain cooperative interactions with students and staff.