

Tuan Mohamed Fazlim Batcha

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Personal statement

A conscientious and professional extensive experience in Information Technology, Administration, Human Resource Management, Business Management & Maritime Industry. Currently seeking a new challenging position that will allow me to expand my Career and Professional knowledge while being resourceful, innovative and flexible.

Key Skills

- Fully qualified with Masters in Business Administration
- Higher National Diploma in IT – Edexcel UK
- Microsoft Certified System Administrator
- Proficiency in all areas of Microsoft Office, including Access, Excel, Word and PowerPoint
- Excellent communication skills, both written and verbal
- Flexibility, problem solving abilities, public relations and creativity

Employment History

Manager, Marine Services, Inchcape Shipping Services, Oman

(July 2017 – Present)

Responsibilities:

- Responsible for all ports in Oman
- Administrate and maintain service delivery quality
- Actively manage all branches & resources effective manner
- Ship agency unit related documents maintain ease of access and a more time-efficient process
- Monitor all Shipping operations with compliance with Quality, Health and safety service Environment (QHSSE)
- Maintain active relationship with local authorities and international customers to retain the business
- Generate & Monitor maritime related market intelligence for new business opportunities
- Deal with diplomats for Navy vessels
- Responsible for overall Oman Marine Services P&L
- Manage Oman location human resources, administrative, IT and other general organizational matters

Ships Agency Services Manager, Wilhelmsen Ships Service, Colombo Sri Lanka

(Jan 2016 – July 2017)

Responsibilities:

- Administrate and maintain service delivery quality
- Actively manage all resources effective manner
- Ship agency unit related documents maintain ease of access and a more time-efficient process
- Monitor all Shipping operations with compliance with Quality, Health and safety service Environment (QHSSE)
- Maintain active relationship with local authorities and international customers to retain the business
- Generate & Monitor maritime related market intelligence for new business opportunities
- Responsible for overall Country Ship Agency Services P&L
- Manage country human resources, administrative, IT and other general organizational matters

Manager HR/OD/IT & Galle Branch, Wilhelmsen Ships Service, Colombo Sri Lanka

(Sep 2015 – Jan 2016)

Responsibilities:

- Manage all human resources effective manner
- Maintain and administrate all admin related function and activities in cost effective way
- Maintain and administrate Computer network system
- Liaising with suppliers to meet business requests
- Maintain proper standard procedures for fire/health and safety

Branch Manager, Wilhelmsen Ships Service, Galle Sri Lanka

(April 2012 – Sep 2015)

Responsibilities:

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- Manage and administrate branch operations in a cost effective manner
- Maintaining and organising the company filing system
- Manage all human resources and conduct debriefings to maintain high quality standard service delivery
- Maintain good relationship with international principles and local authorities to retain business
- Communication with International principles
- Generate Market intelligence for business development

Manager IT & Business Development, Hambantota District Chamber of Commerce, Hambantota - Sri Lanka

(June 2011 – March 2012)

Sectional Head for following units & Member of HDCC Management Team;

- Hambantota Business Solutions (HBS)
- Membership Development Unit
- Dolosdahasrata
- Information Technology Unit

- Hambantota Business Solutions (HBS)

Hambantota Business Solutions (HBS) focuses on supporting individuals & businesses to achieve their full potential through a comprehensive range of business development services.

- Membership Development Unit

Membership Development unit focuses is to recruit new members & retain membership.

- Information Technology Unit

IT unit is internal support service unit with Manage IT HR. The focuses are to maintain & administrate email, internet windows servers & monitor network system.

2010 – 2011 **IT MANAGER - Hambantota District Chamber of Commerce, Hambantota - Sri Lanka**

2007 – 2009 **IT Executive - Hambantota District Chamber of Commerce, Hambantota - Sri Lanka**

2005 - 2006 **IT Officer - Hambantota District Chamber of Commerce, Hambantota - Sri Lanka**

2004 - 2005 **IT Coordinator - Hambantota District Chamber of Commerce, Hambantota - Sri Lanka**

2001 – 2004 **Assistant to Projects Controller (Conceptualization, Evaluation & IT) – UK national - Hambantota District Chamber of Commerce**

2000 – 2001 **IT Assistant - Hambantota Career Service Centre (a project of the Hambantota District Chamber of Commerce)**

2000

(2 Months)

Marketing Coordinator - Rima Enterprises - Hambantota, Sole Agent Associated Motor Ways (AMW)

Education

Master of Business Administration (MBA) – Cardiff Metropolitan University United Kingdom
(March 2014 – Nov 2015)

Higher National Diploma in Multimedia Integration - Edexcel UK accredited
(2011 – 2013)

G.C.E A/L (1998) - Islam [C], Geography [S], Sinhala [S], Political Science [S].

G.C.E O/L (1995) - English [C], Sinhala [C], Mathematics [C], Islam [C], Motor Mechanic [C],
Science [S], Social Studies [S]

Professional Qualifications

Director General of Merchant Shipping Approved Certificate course in **Logistic Services, Freight Forwarding & Multimodal Transport**

Maximizing Your Profit Using E-Trading – conducted by Asia Pacific Chamber of Commerce & industry & the internal Trade centre – Geneva in 2004 one day training programme in Colombo, Sri Lanka.

Microsoft Certified Professional (MCP) - CERTIFICATION ID: 7122135

Microsoft Certified Systems Administrator (MCSA) – Microsoft Windows Server 2003 & Messaging

Successfully completed **One Year Cisco Certified Network Associate (CCNA)** Network Professional course at Sri Lanka Institute of Information Technology (SLIIT) www.sliit.lk

Successfully Completed **MS2272 Implementing and Supporting Microsoft Windows XP Professional** IDM Computer Studies (Pvt) Ltd, Sri Lanka. <http://www.idm.edu/>

Successfully completed **One Year Diploma in Hardware Engineering** Microtek Computer Systems (USA) – Sri Lanka.

Successfully completed **Six Months Diploma in Computer Studies** at Western Micro Information Systems – Sri Lanka.

Successfully Completed **12-months full time Automotive Course** – Vocational Training Centre - Vocational Training Authority Hambantota, Sri Lanka.

Overseas Exposure

Has successfully completed Management Exchange visit to **Manchester Solutions in UK in 2009 for 6 months period.** <http://www.economic-solutions.co.uk>

- Business Process Outsource system
- Membership development services
- Customer Services
- Working with large scale network systems (Windows Server environment)
- Windows Server Management and disaster recovery
- IT customer support desk - Desktop Operations

Has successfully completed a **Business Networking at Manchester Enterprises in United Kingdom in 2006, (3 months)** <http://www.manchester-solutions.co.uk>

Personal Details

Date of Birth	:	27 October 1978
Nationality	:	Sri Lankan
Civil status	:	Married - One son 5 Years old & 2 years old Daughter
Gender	:	Male

Reference

References available upon request

I hereby certify that the above information furnished by me is true and correct to the best of my knowledge.

Signature:



Date: 13 April 2019