

# CURRICULUM VITAE MOHAMMED SHAHEEN

## PROFESSIONAL EXPERIENCE

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### ADDRESS

Muhaisnah,  
Dubai,UAE

### TELEPHONE

+971504086212

### E-MAIL

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### DATE OF BIRTH

January 28, 1991

### NATIONALITY

Indian

### LANGUAGES

Malayalam : Native  
Language  
English : Excellent  
Hindi : Fair

### INTERESTS

IT  
Business Publications  
Selling  
Playing Cricket &  
Football

6<sup>th</sup> April 2022  
- Till Date

**AL MARAYA RENT A CAR – Head Office(Dubai,UAE)**

#### *Sales Admin*

- Meeting & dealing with customers daily with strong communication skills
- Ability to troubleshoot the customer problem
- Contacting new and existing customers to discuss needs as a part of Telemarketing
- Ability to handle clients especially international customers
- Ability to handle official documents with responsible manner.
- Analyze consumer behavior and adjust email and advertising campaigns
- Data Entry
- Updation of customer & vehicle details with RTA(Road Transport Authority)
- Updating expired documents of company & clients
- Setting up meetings with potential clients & listening to their wish & concerns
- Handling customer questions & inquiries
- Negotiate/close deals & handle complaints or objections
- Submission of monthly reports to the General manager

6<sup>th</sup> Aug 2018  
- 30<sup>th</sup> Mar 2020

**GLOBAL TRAVEL SERVICES,Thiruvananthapuram**

#### *Assistant Manager*

- Promote and market the business, sometimes to new or niche markets
- Manage budgets and maintain statistical and financial records
- Sell travel products and tour packages
- Deliver and exceed branch performance and productivity
- Take part in familiarisation visits to new destinations, to gather information on issues and amenities of interest to consumers
- Deal with customer enquiries and aim to meet their expectations
- Provide sales reports to head office
- Implement alternative and innovative ideas for achieving new business
- Oversee the smooth, efficient running of the business

10<sup>th</sup> April 2017  
- 28<sup>th</sup> May 2018

**KINGFISHER TRAINING ACADEMY,Kollam**

#### *Business Development Executive*

- Oversee the Sales Product to attract new clients
- Work with Senior Team Members to identify and manage risks
- Maintain fruitful relationships with clients and address their needs effectively
- Research and identify new market opportunities
- Prepare and delivery pitches to potential investors
- Foster a collaborative environment within the organization

## EDUCATION

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2015-2017

William Carey University  
**Master of Business Administration**

2009-2014

Mahatma Gandhi University  
**Bachelor of Commerce(Computer Applications)**

2007-2009

Sree Vidayadhiraja English Medium Higher Secondary School  
Board of Higher Secondary Education, Kerala  
**Plus Two**

2005-2006      Central Board of Secondary Education  
10<sup>th</sup>

## **IT QUALIFICATIONS**

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20/02/2021      **Fariz Networks Training & IT Solutions**  
Certificate No:0868

- ✓ **Microsoft Certified Solutions Expert(MCSE)**
- ✓ **Microsoft Certified Solutions Associate (MCSA)**
- ✓ **Microsoft Certified Professional ( MCP )**
- ✓ **Cisco Certified Network Associate (CCNA)**
- ✓ **AWS Cloud Practitioner**
- ✓ **VM Ware Workstation**
- ✓ *Microsoft Id – 990917300*
- ✓ *Cisco Id - CSC013630645*

## **DECLARATION**

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I hereby inform you that all the statement made above is true the best of my knowledge and belief.

Date : 12-Feb-2023  
Place : Dubai,UAE

**Mohammed Shaheen**