

ABDULLAH KUTHBUDEEN

Admin Cum Customer Support

Contact No.: +971 554874607 | Email: abdullahksb6@gmail.com
Karama , Dubai



KEY SKILLS

HR Management
Customer Service
Telephone Inquiries
Travel Management
Process Improvement
Time Management
Communication Skills

PROFILE SUMMARY

"Scaling new heights of success with hard work & dedication and leaving a mark of excellence on each step. Targeting career-enriched assignments as Admin Cum Customer Support with an organization of high repute."

VISA STATUS

Passport Number : S5248586
Visa End Date 05/12/2024
Visa Status : Visit Visa

WORK EXPERIENCE

Feb 2024 - Present as Temporary: Fourth Venture as Customer Service Executive - Dubai, UAE

- Ensure and maintain confidentiality of all communications and documentation
- Maintained a tidy receptionist area and also oversaw the daily operations
- Answered, screened and directed incoming phone calls while providing basic information as needed
- Efficiency in coordinating and organizing appointments and data for high volume customers
- Proven ability to interact and organize effectively to create a supportive environment
- Verified documents and associated records to catch and resolve discrepancies
- Supported office operations, managed client correspondence and handled internal communications
- Received and Screened high volume of internal and external communication through emails

Jul 2021 - Dec 2023: DTDC Couriers - Admin Cum Customer Support, Logistics

- Manage customer orders fulfillment process end-to-end (manual and EDI) ensuring data accuracy (items, pricing, promotions) to meet our customers order and delivery requirements
- Receive, sort and distribute daily mails and provide administrative support to other team members as needed
- Ensure and maintain confidentiality of all communications and documentation.
- Own customer case fill and on-time delivery with a mindset to maximize both metrics
- Understand and take appropriate action to manage cost impact of order violations, order expedites, and other actions taken to deliver service against operational constraints and budgets
- Evaluating logistics opportunities

Oct 2022 - Dec 2022: RKH Qitarat - Qatar

- Supervise a team of 90 support staffs ensuring their attendance and performance on the ground as per responsibilities in metro station
- Provide a world class service being highly knowledge to provide proactive assistance, guidance and information's to customers.

Oct 2019 - Jul 2021: Hinduja Service Executive as Customer Service Executive, India

Responding to incoming customer queries regarding billing, payments, existing and new services, promotions and offers, upgrade

EDUCATION CREDENTIALS

- Bachelor of Computer Science and Engineering in Anna University on 2018

TECHNICAL SKILL-SET

- Familiar with the MS Office and Windows
- English Typewriting
- Programming in C
- Technical Source

PERSONAL DETAILS

Date of Birth: 12th Feb 1997 | **Nationality:** Indian | **Language Known:** English, Tamil and Malayalam