

Shahid Abdul Majeed

ADMINISTRATOR / CUSTOMER SERVICE



ABOUT ME

DOB: 21/08/1989
Visa Status: Visit
Visa Expiry: 09/01/2024
Phone: +971564545388
Email: shahid_majeed@outlook.com

SKILLS

- Effective communication
- Relationship building
- Negotiation skills
- Attention to detail
- Leadership quality
- Work under-pressure
- Adaptability
- Time management
- Conflict resolution
- Strategic thinking

Dedicated and detail oriented Administrator/customer service with 6 years of experience in efficiently managing office operations. Proven expertise in coordinating administrative processes, optimising work flow, and implementing effective organisational strategies. Adept at leveraging technology for improved efficiency and possessing strong inter-personal skills for seamless team collaboration. Committed to maintain high level of accuracy and confidentiality in handling administrative tasks. Seeking to contribute my skills. And experience in a challenging administrative role

WORK EXPERIENCE

ADMINISTRATOR/CUSTOMER SERVICE

Royal Flames - Bharat Gas Distribution Agency - Kasaragod, Kerala
From - 18/08/2019 To 20/09/2023

- 1. Process Optimisation:**
 - Streamlined Administrative procedures, significantly improving overall efficiency with in a specific timeframe.
- 2. Cost Reduction:**
 - Implemented cost saving measures, resulting in a notable reduction in operational expense while maintaining high standard of service.
- 3. Team Leadership:**
 - Successfully lead a team of administrative professionals, fostering a collaborative and productive work environment.
- 4. Operational efficiency:**
 - Optimised inventory management process, reducing storage cost by 25% and enhancing the efficiency of gas product distribution.
- 5. Regulatory Adherence:**
 - Successfully navigated and ensured compliance with local and national regulations governing the gas efficiency of gas product distribution.
- 6. Supply Chain Optimisation:**
 - Streamline supply chain processes, reducing delivery times and minimising product short-ages, leading to improved customer service and increased revenue.

ADMINISTRATOR/FRONT OFFICE

Fourshades India Pvt. Ltd. FMCG Distribution
Kannur, Kerala, India.

From - 02/06/2017 To 05/07/2019

- 1. Office Management:**
 - Oversaw day to day office operations, ensuring a well-organised and efficient work environment
 - Managed office supplies, equipment, and facilities to support the needs of the distribution team.
- 2. Documentation and record keeping:**
 - Maintained accurate and up-to-date records of inventory. Shipments and other relevant documentation.
 - prepared and processed paperwork related to orders, invoices and shipments.

LANGUAGES

- English: Fluent
- Hindi: Fluent
- Arabic: Writing and Reading
- Malayalam: Native

REFERENCE

Afra Muhammed
Managing director, FourshadesIndia
+91 9061 443 422

Farzad Naser
Managing Director, Royal Flames
+91 9496 964 664

Abdul Kareem
Manager, Dr Joseph's polyclinic
+971 507 356 622

HOBBIES

- Reading
- Learning new skills
- Music

WORK EXPERIENCE

- Customer Service Support:**
 - Provided support to customer service team, address inquiries, resolving issues, and ensuring a high level of customer satisfaction.
 - Handled customer complaints or concerns related to product deliveries and worked towards swift resolution.
- Logistic and Inventory Control:**
 - Collaborated with the logistics team to optimise transportation route and minimise delivery times.

FRONT DESK EXECUTIVE.

Dr Joseph's Polyclinic.
Al Karama, Dubai, UAE.
From - 15/06/2015 To. 22/06/2017

- Facility Management:**
 - Oversaw the overall management of the polyclinic facility, ensuring a clean, safe and well-maintained environment.
 - Managed relationships with external service providers for maintenance and facility-related service.
- Appointment scheduling:**
 - Coordinated patient appointments and ensured the smooth flow of the clinic schedule.
 - Utilised scheduling software to manage appointments efficiently and minimise patient wait times.
- Insurance Verification:**
 - Verified patient insurance information, processed claims, and liaised with insurance providers to ensure accurate billing and timely reimbursement.
- Coordinated with medical staffs:**
 - Collaborated with medical staff, nurses, and other departments to facilitate smooth patient flow, ensuring optimal clinic operations.

RECEPTIONIST.

MES Medical College, Perinthalmanna, Kerala.
From - 10/05/2013 To - 14/04/2015

- Handling billing inquiries, processed payments and provided receipts to patients.
- Managed incoming and outgoing correspondence, including emails, faxes and mail.
- Coordinated with nursing and administrative staff t address patient concerns and facilitate smooth operation.
- Conducted follow-up calls to patients for appointment reminders and post-visit feedback.

EDUCATION

2008	Bachelor of Science in Imaging Technology
2012	MGCTE Bangalore, Karnataka, India
2005	Higher Secondary - Science
2007	PJHSS, Kannur, Kerala, India.

CERTIFICATIONS

SEP 2023	INTRODUCTION TO SUPPLY CHAIN MANAGEMENT USING EXCEL UDEMY
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