



# AJMAL FAZILUDDEEN THANOOJA

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## SUMMARY

Dynamic and results-oriented professional with over 12 years of diverse experience spanning operations support, customer service, sales management, and warehouse operations within the UAE. Demonstrates a proven track record of optimizing operational efficiency through meticulous data entry, inventory management, and customer engagement. Highly skilled in managing inbound and outbound communications, resolving customer complaints, and ensuring seamless order processing. Adept at leading teams, training new employees, and maintaining high standards of customer satisfaction in high-volume environments. Recognized for analytical problem-solving abilities, attention to detail, and a proactive approach to achieving organizational goals. Committed to maintaining quality control, accuracy in data management, and fostering positive client relationships. Fluent in multiple languages, enhancing communication in a multicultural workspace.

## WORK EXPERIENCE

### Warehouse Team Leader

Leoson Trading LLC, Al Quoz Ind Area 4, Dubai, UAE

July 2023 - Present

- Supervise daily warehouse operations and led warehouse staffs to ensure efficient workflow.
- Managing inventory control, performing regular stock audits and ensuring accurate stock levels.
- Coordinate with inbound and outbound shipments, meeting delivery deadlines.
- Enforce safety protocols and ensuring compliance with regulatory standards.
- Generate reports on performance metrics and resolve operational issues promptly.

### Customer Service (Call Centre)

Emirates Post Group, Umm Ramool, Dubai, UAE

Jan 2021 - May 2023

- Managed high-volume inbound calls with a focus on delivering exceptional customer service.
- Resolved customer complaints efficiently, ensuring timely and satisfactory solutions.
- Followed up on customer issues and escalated complex cases to supervisors when necessary.
- Conducted outbound calls for bank shipments and general inquiries, maintaining accurate records.
- Collected customer feedback, analyzed trends, and compiled reports for management review.
- Implemented training modules and onboarded new call center agents, enhancing team productivity.

### Operations Support

Emirates Post Group, Umm Ramool, Dubai, UAE

Jan 2014 - Dec 2020

- Managed data entry processes for international and domestic shipments, ensuring accuracy and compliance.
- Secured written authorizations for service activities, maintaining records for audit trails.
- Verified mailing conditions and correct postage, minimizing errors in dispatch operations.
- Operated and managed mailroom services for corporate clients, including HSBC and DIB.
- Investigated customer complaints regarding mail theft, loss, and delivery issues, providing comprehensive reports.
- Processed complaints and ensured timely follow-up to maintain client satisfaction.

### Sales & Store In Charge

Ramsis Group of Companies, Al Qusais, Dubai, UAE

Jun 2010 - Jun 2013

- Coordinated the procurement process by placing local purchase orders for inventory replenishment.
- Prepared accurate sales invoices and processed delivery orders efficiently.
- Addressed and resolved customer complaints promptly to maintain positive client relationships.
- Managed stock levels, ensuring the availability of products and placing orders when necessary.
- Supervised daily store operations, including cash management and inventory tracking.
- Conducted regular stock audits to maintain accurate inventory records and minimize discrepancies.

## EDUCATION

### Bachelor of Commerce (B.Com)(Pursuing)

IDE, University of Kerala

### Higher Secondary

Board of Higher Secondary School, Kerala

## CORE COMPETENCIES

- Operations Support
- Customer Service Management
- Warehouse Operations
- Data Entry and Documentation
- Sales and Store Management
- Inventory and Stock Control
- Call Center Operations
- Order Processing and Delivery

## TECHNICAL SKILLS

- Proficient in MS Excel for data analysis
- Strong data entry and documentation skills
- Skilled in inventory management systems
- Call center software proficiency
- Effective team mentoring and leadership

## LANGUAGES

- English
- Hindi
- Malayalam
- Tamil