



# AL AMEEN

## CUSTOMER EXPERIENCE SPECIALIST

### CONTACT

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Dubai Investment Park

### EDUCATION

2019 - 2022

UNIVERSITY OF CALICUT, KERALA

- Bachelor's Degree in Computer Science

2018 - 2019

IQBAL HIGHER SECONDARY SCHOOL, PERINJANAM

- Humanities

### SKILLS

- Customer Relationship Management
- Grocery Stock & Shelf Management
- Team Supervision & Staff Training
- Upselling & Promotional Sales
- Conflict Resolution & Complaint Handling
- Time Management & Multitasking
- Basic Accounting & Billing
- Microsoft Excel & Data Entry

### LANGUAGES

- English (Fluent)
- Malayalam (Fluent)
- Hindi (Good)
- Tamil (Good)
- Arabic (Basic)
- Urdu (Basic)

### PROFILE

Customer-focused and team-driven Customer Service Supervisor with over 3 years of experience in supervising frontline operations, team management, and delivering excellent customer satisfaction. Proven ability in leading teams, resolving issues efficiently, improving service standards, and driving sales through effective strategies. Also experienced in handling accounting tasks, billing, and documentation from the hospitality industry. Proficient in Microsoft Excel and basic office tools. Fluent in Malayalam, English, Hindi, Tamil, and basic Arabic

### WORK EXPERIENCE

**Lulu Group International(United Arab Emirates)** 2023 - PRESENT  
Customer Service Supervisor - Grocery Section

- Supervised a team of customer service staff across multiple locations in the UAE.
- Provided personalized support, effectively resolving customer inquiries, complaints, and managing escalations.
- Enhanced operational efficiency by implementing streamlined service procedures.
- Conducted training and mentorship for new staff, resulting in improved team performance.
- Increased customer satisfaction rate by X% through proactive issue resolution and client-focused service.
- Contributed to revenue growth by maintaining strong customer relationships and ensuring high service standards.
- Led initiatives to boost sales by X% through personalized customer engagement and loyalty-building activities.

**Marriott Hotel (Kochi,Kerala)** 2021 - 2023

Front Office cum Accounts Assistant

- Managed front desk operations including guest check-in/out, reservations, and handling inquiries.
- Provided excellent customer service, ensuring a welcoming experience for guests.
- Assisted in basic accounting tasks such as billing, invoicing, and maintaining financial records.
- Coordinated with housekeeping, kitchen, and maintenance departments to ensure smooth day-to-day operations.
- Handled customer complaints and special requests, maintaining a high standard of guest satisfaction.
- Maintained accurate guest records and managed daily reports for management.