

# SHAHIN SULAIMAN

Hor al anz | 971 554585080 | Shahinks128@gmail.com

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## OBJECTIVE

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I seek challenging opportunities where I can fully use my skills for the success of the organization

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## EXPERIENCE

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### Jerusalem engineering works (2022-2023)

HR intern

- Welcomes new employees to the organization by conducting orientation.
- Provides payroll information by collecting time and attendance records.
- Submits employee data reports by assembling, preparing, and analyzing data.
- Maintains employee information by entering and updating employment and status-change data.
- Provides secretarial support by entering, formatting, and printing information.
- Organizes work.
- Answers the telephone, relays messages, and maintains equipment and supplies.
- Maintains employee confidence and protects operations by keeping human resource information confidential.
- Maintains quality service by following organization standards.
- Knowing the competition and strategizing accordingly
- Ms office ,Ms excel,Email

### Internship (1 December 2021 - 31 December 2021)

Hero Sas maotors

- Understanding key customer individual needs and addressing these.
- Resolve customers concerns and answer customers questions to my best ability
- Maintain a positive attitude and calmly respond to customers' complaints
- Attract customers by promoting the product and company positively, answering questions and addressing concerns as they arise
- Recommend possible products to meet the customers needs
- Refer issues and questions to managers if necessary
- Prepare product and customer reports by gathering data collected during customer interactions

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## EDUCATION

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### Master of business administration (HR and Marketing)

Kerala technological university, Kerala

6.92 CGPA

### Bachelor of science Hotel management

Calicut university

60.2%

### Higher secondary

Kerala state

78%

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## CERTIFICATIONS

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- Nptel online certification Soft skill development
- Advanced diploma in financial management for managers-Alisson online learning

- Diploma in international business and trade- Alison online learning
- Managing customer relationships in B2C and B2B marketing

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## SKILLS

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- Communication
- Customer satisfaction
- Problem solving
- Customer service
- Computer skills
- Adaptability
- Teamwork
- Marketing and sales
- Customer experience
- Collaboration
- Decision making
- Interpersonal skills
- Contact center
- Reservations
- MS excel

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## PERSONNEL INFO

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- Date of Birth : 26/02/1998
- Marital
- Status: Single
- Nationality: INDIAN
- Passport: P2691683
- Permanent address: KUTTIMAKKAL HOUSE ANNAMANADA P.O THRISSUR ,KERALA,INDIA

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## LANGUAUGES

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English  
Malayalam

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## DECLARATION

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I hereby declare that the above deatils are true to my knowledge and belief.