ABDUL KALAM ASATH UBAYATHULLAH

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Address: #103, City Tower, Deira City Centre, Dubai, UAE

Objective:

Dynamic and results-driven professional with a Bachelor in Aviation and hands-on experience in customer service and office administration. Seeking a Customer Service and Administration role where I can leverage my problem-solving abilities, strong communication skills, and proficiency in MS Office and Google Workspace to enhance customer satisfaction and streamline office operations.

Professional Experience:

Customer Service Representative
Cambridge University Press and Assessment- December 2023 - May 2024

Developed a contact base within 6 months through effective calling techniques and outreach strategies.

- Managed and updated a comprehensive database in MS Excel, ensuring data accuracy and accessibility.
- Collaborated with team members to improve project efficiency and meet deadlines effectively.

Administrative Secretary
ARM SONS PRIVATE LIMITED - April 2023 - November 2023

Managed daily office operations, including scheduling appointments, handling phone calls, and coordinating meetings.

- Organized files, maintained records, and provided support to the administrative team, contributing to overall office efficiency.
- Utilized strong communication skills and attention to detail to enhance the smooth functioning of the office.

Education:

Bachelor of Science in Aviation
REMO International College of Aviation / Alagappa University - 2023
Diploma in Ground Handling Agent
REMO International College of Aviation / Alagappa University - 2023
Diploma in Mechanical Engineering
MIET Polytechnic College / Tamil Nadu Directorate of Technical Education – 2021
SSLC
Mother Teresa Matriculation Higher secondary school - 2017

Skills:

- Customer Service
- Office Administration
- Problem-Solving
- Multitasking & Organization
- Adaptability
- Communication
- MS Office & Google Workspace
- Team Collaboration

Languages:

- English (Advanced)
- Tamil (Native)
- Hindi (Basic)
- Malayalam (Basic)

Projects:

Fabrication of Upgraded Check-In Process Using AI

- Implemented an AI-driven check-in process using Python, significantly enhancing speed and accuracy.

Additional Information:

- Date of Birth: 14/11/2001
- Marital Status: Single
- Nationality: Indian
- Religion: Muslim
- Passport: T3663162
- Gender: Male
- Place: Tamil Nadu, India

Declaration:

I hereby declare that the information provided above is true and correct to the best of my knowledge and belief. I understand that any false information or misrepresentation may result in my disqualification from the recruitment process.

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