



Abdul Sham M H

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OBJECTIVE

To obtain a challenging position that allows me to utilize current skill to assist in advancing business that offers a stable employment. I am also eager to learn new skill and business and technological advancement.

EXPERIENCE

May 2023 -
April 2024

- **Customer Support Executive**

Prime 9
Dubai

- Develop a content schedule and oversee content publishing.
- Build and maintain customer relationships in order to understand their needs and business priorities. Manage business negotiations with customers.
- Handle business deal tracking, monitoring, closing, and other related activities as needed. Recommend process improvements to increase revenue targets.
- Work with management team to execute and close new affiliate deals.
- Collecting and analyzing customer feedback.
- Working on the CRM data base.
- Provide regular updates to clients regarding the status of their investment portfolios.
- Source new clients through networking and tele calling.

January
2021 -
December
2022

- **Account cum Front Office Manager**

HOTEL AL-WESAL INTERNATIONAL
Karnataka, India

- Schedule and coordinate meetings.
- Conduct employee performance reviews.
- Develop good customer relationships.
- Participate in recruitment and dismissal processes.
- Address employee and customer concerns.
- Email and phone correspondence.
- Monitor spending patterns and budget.
- Fill in for General Manager (GM) in times of absence. Make executive decisions, hold meetings and provide accountability.
- Advising customers on their payment options and suggesting methods of payments.
- Negotiating suitable payment plans.
- Maintaining customer payment records.

EDUCATION

2021

- **E-Finance**

MANIPAL INSTITUTE OF COMPUTER EDUCATION

2020	<ul style="list-style-type: none"> Degree (BBA in Honours) SRINIVAS UNIVERSITY MANGALORE 86%
2017	<ul style="list-style-type: none"> PUC (Commerce) WISDOM PU COLLEGE KUSHALNAGAR (Pre - University Education) 65.16%
2014	<ul style="list-style-type: none"> S. S. L. C. ST MICHAEL'S HIGH SCHOOL MADIKERI (Karnataka secondary Education Examination Board) 61%

SKILLS	<div> 1. Problem solving. 2. Customer service. 3. Time management. 4. Team work. 5. Positivity. </div> <div> <div>80%</div> </div>
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LANGUAGES	<ul style="list-style-type: none"> English, Hindi, Kannada, Malayalam, Tamil.
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KEY STRENGTHS	<ul style="list-style-type: none"> 1. Believes in team work 2. Self Motivated 3. Positive Attitude 4. Hard Worker 5. Flexibility And Good Management 6. Client Relationship 7. Multitasking
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COMPUTER SKILLS	<ul style="list-style-type: none"> 1. MS OFFICE 2. GOOGLE DRIVE 3. TALLY 4. BUSY 5. PEACH-TREE 6. MS-EXCEL ADVANCED 7. CRM
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PERSONAL DETAILS	<ul style="list-style-type: none"> Nationality : Indian Date Of Birth : 13/05/1999 Marital Status : Single Languages : English, Hindi, Malayalam, Kannada, Tamil Visa Status : Visit Visa Passport no : S4317408 Date Of Expiry : 27/06/2028
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DECLARATION	<ul style="list-style-type: none"> I hereby declare that the above information is true and correct to the best of my knowledge & belief. I trust and hope that resume will be parallel to your requirement. Assuring you of my steadfast devotion to my duty and looking forward to hearing from you at the earliest. Abdul Sham M H
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