

# FASALUDDEEN P

## ADMINISTRATIVE OFFICER | ACCOUNTS OFFICER

As an accomplished Administrative and Accounts Officer with 14+ years of broad experience in Qatar and India vibrant hypermarket business. Proven ability to manage a diverse range of activities, including Front Desk management, supervision, cashier duties, and accounting functions. Leadership abilities demonstrated by successful supervision of teams of managers, supervisors, cashiers, and accountants. Excellent at keeping companies running smoothly, streamlining financial processes, and providing outstanding customer service. Seeking new possibilities to contribute to the growth and success of a recognized firm by leveraging my knowledge.



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## EXPERIENCE

**LULU HYPERMARKET INTERNATIONAL GROUP | DOHA | QATAR**  
Industry – Hypermarket (Retail)  
**FRONT DESK MANAGER | SUPERVISOR (CUSTOMER SERVICE MANAGER) | CASHIER**  
Jun 2010 – Jan 2023

- **Developed a culture of outstanding customer service** and oversaw a team of front desk agents to ensure efficient operations.
- **Innovated approaches were put into practice to improve customer relations**, which led to a 15% rise in customer loyalty and favorable evaluations.
- **Training employees in conflict resolution, upselling, and effective communication methods improved team performance by 25%.**
- **Reduced client wait times by 20% by coordinating with several departments** to simplify procedures and enhance departmental communication.
- **Proacted in resolving client issues and complaints**, transforming bad situations into good ones and preserving a high level of customer satisfaction.
- **Utilizing cutting-edge point-of-sale (POS) technology**, transactions were handled quickly, guaranteeing precise accounting and a seamless checkout process for clients.
- **Customers received individualized support**, answering questions and receiving product recommendations, which led to a 30% increase in upselling.
- **Maintained a spotless history of handling cash and doing financial reconciliations**, receiving praise for excellent cash management abilities.
- **Assisted the finance team in achieving a 100% accuracy rate for the daily cash and credit card sales reconciliation.**

**NANDILATH G MART | KERALA | INDIA**  
Industry – Electronics & Home Appliances  
**ACCOUNTANT OFFICER**  
May 2008 – May 2010

- **Maintained financial records, ledgers, and journals to ensure proper bookkeeping and financial reporting.**
- **Prepared monthly and annual financial statements, balance sheets, and cash flow statements.**
- **Financial data should be monitored and analyzed to detect trends, discrepancies, and areas for improvement.**

## EXPERTISE IN

**Organizational & Project Management**  
**Time & Cost Management**  
**Decision Making & Confidentiality**  
**Policy & Procedure Development**  
**Financial Analysis & Bookkeeping**  
**Inventory & Record Management**  
**Budgeting & Forecasting**  
**Account Reconciliation**  
**Administrative & Conflict Management**  
**Customer Relationship Management**  
**Software & Computer Proficiency**  
**Strategic Planning & Risk Management**  
**Performance Management**  
**Problem Solving & Conflict Resolution**  
**Customer Service & Data Analysis**  
**Vendor & Crisis Management**  
**Team Building & Complaint Handling**  
**Negotiation & Contract Management**  
**Financial Statement Analysis**

## EDUCATION

**2008- BACHELOR OF COMMERCE**  
CALICUT UNIVERSITY  
KERALA | INDIA

- **Oversaw accounts payable and receivable**, ensuring that invoices and payments are processed on time.
- **Developed and implement budgeting and forecasting techniques in collaboration with the finance team.**
- **Conducted internal audits on a regular basis to ensure compliance** with corporate rules and regulatory obligations.
- **Prepared tax returns and communicate with external auditors** to ensure a seamless year-end audit.
- **Managed client billing and collections in collaboration with the accounts receivable staff.**



## KEY ACHIEVEMENTS

- **Recognized for continually providing excellent customer service**, earning the customer service excellence award several times in a row.
- **Training programs for new front desk representatives were successfully implemented**, resulting in a 40% reduction in onboarding time and improved staff effectiveness.
- **Senior management commended me for my great problem-solving abilities and for building a healthy work atmosphere.**
- **Ability to quickly adjust to changing situations** and accomplish several jobs at once.



## SOFTWARE SKILLS

- **Ms Office Suite** (Ms Word, Excel, PowerPoint)
- **Outlook** (Microsoft)
- **TALLY** (Account Software)



## PERSONAL INFO

**Nationality:** Indian

**DOB:** 22<sup>nd</sup> May 1988

**Gender:** Male

**Civil Status:** Married

**Languages:** English | Hindi | Arabic  
Malayalam

**Visa Status:** Visit Visa

**Visa Expiry:** 25<sup>th</sup> Sep 2023



## REFERENCES

Available on request