

**Faizal K.P.P**

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**Passport No: Y9873901**

**Validity-2023-2033**

**INDIA**



### **Career Objective:**

To contribute my expertise and skills in customer service to your esteemed organization. With a strong foundation in skills, I am committed to applying my knowledge and experience to foster mutual growth for the organization and my career.

### **Languages:**

- English:
- Hindi:
- Arabic:
- Malayalam:

### **Driving license:**

- Dubai Driving License Auto

### **Education:**

- Bachelors of Commerce-BCom
- Plus2

### **Computer Skills**

- Power Bi
- Microsoft Excel, Word, PowerPoint Outlook
- Google Sheet
- POS, Tally
- Hospital Information System (His)
- Adobe Photoshop,
- Computer Hardware

### **Certifications**

- Microsoft Certification Specialist
- Aster Certifications: Aster Serve, Customer Satisfaction
- Fundamentals of Digital Marketing - Google
- Marketing Building A Business Presence with Facebook - Coursera
- Business Analysis & Process Management - Coursera
- Last Mile Marshal Certification FIFA 2022 World Cup

### **Skills:**

- Exceptional Customer Service:
- Sales Proficiency:
- Effective Communication:
- Organizational Skills:
- Sales Proficiency:
- Cashier skill

### **DUBAI- FAZGO-FZE 2023-2024**

#### **Marketing and Sales Executive**

Generate leads for IT services and software development. Demonstrate your ability to install and train customers on our products. Possess basic knowledge of software and hardware troubleshooting. Take ownership of after-sales service calls, ensuring timely resolution and escalating complex issues

### **QATAR-TEYSEER -2022-2023**

#### **Customer service & Cashier FIFA WORLD CUP**

Proven Expertise In Issue Resolution And Ticketing Support. Skilled In Multilingual Assistance for Effective Communication.

### **DUBAI: ASTER DM HEALTH CARE 2016-2021**

#### **Sn customer service executive & Cashier**

Managed registration, insurance forms, and collaborated with clinicians and nurses. Specialized in medical billing using CPT codes. Efficiently managed calls, and scheduled appointments. Coordinated with the Insurance Coordinator, online checking Prioritized quality patient care and streamlined administrative processes,

### **DUBAI: PARIS GROUP-VERSACE, CANALI 2009-2015**

#### **Sales Associate & Cashier**

Receiving Cash Or Credit foreign currency Payments In Pos Arranging Overseas Deliveries Based On Customer Orders Currency Verification: Proficient in checking foreign currency for authenticity, accurate handling of financial transactions. Counterfeit Detection: Skilled in identifying counterfeit money through thorough examination and utilizing advanced verification techniques..

### **OMAN (2007-2008): AL KARAM CAR ACCESSORIES**

#### **Cashier Expertise:**

experienced in Sales and Cashier roles, including outdoor sales. Proven ability to deliver exceptional customer service.