

# MD YUSUF

✉️ mdy231119@gmail.com

☎️ +971 56 569 1324

📍 Dubai – United Arab Emirates



## Objective:

Seeking for a challenging opportunity that will utilize my strong organizational skills to support efficiently and provide excellent service and contribute to overall success of the organization.

## Experience:

### NATIONAL TRADING & DEVELOPING ENTERPRISES LLC | [May 2021 to Present]

#### Office Boy and Office Assistant

- Responsible to assist a various task to ensure the smooth function of office and pantry area.
- Assisting with filing consumptions and corporate pantry needs.
- Ensuring the office clean, tidy and presentable at all times including cleaning and organizing pantry area, meeting rooms and common areas.
- Maintaining the pantry area which includes stocking and organizing supplies such as beverages, snacks, utensils and cleaning products.
- Refreshment preparation like tea coffee and other refreshments for employees and guest as required.
- Monitoring and replenishing pantry supplies including placing orders and other items as needed.
- Receiving and distributing incoming document couriers and packages as well as coordinating and collecting duties and taxes as required.
- Running office related errands such as picking up and delivering documents and providing support to other staff members as needed.

### ASIA PACIFIC TRADING COMPANY LTD | [2018 to 2020]

#### Office Boy | Office Assistant | Office Receptionist

- Handling incoming and outgoing emails, letters, and other forms of communication.
- Ordering supplies, maintaining office equipment, and coordinating with maintenance and office support.
- Acting as a point of contact between the executive and internal and external shareholders.
- Assisting in filling documents and invoices.

### AMAZON INDIA COMPANY | [2016 to 2018]

#### CUSTOMER ASSOCIATE

- Responding to customer inquiries, questions and complaints through various channels such as phone, email, chat or in-person, ensuring timely and courteous communication.
- Assisting customers with placing orders, verifying order details and providing product or service information.
- Investigating and resolving customers issues, concerns or complaints efficiently and effectively, providing appropriate solutions or escalation.
- Develop a thorough understanding of the organizations products or services to provide accurate and updated info.

## Personal Assessment:

- Good organizational and time management abilities
- Excellent communication and interpersonal for both verbal and written skills.
- Physical stamina and the ability to lift heavy items, if required.
- Ability to work with minimal supervision.
- Flexible to work morning and weekends, if necessary.
- Computer literate and proficiency in typing and CRM software or other customer service tools.

## Educational Background:

Belgachia Urdu High School | 2015 | Higher Secondary | B+  
Belgachia Urdu High School | 2013 | Madhyamik | B

## Hobbies and Interest:

Cricket, Football, Badminton and Gym Exercise

## Personal Information:

**Date of Birth:** November 23, 1997

**Nationality:** Indian

**Religion:** Muslim

**Marital Status:** Single

**Language:** Urdu, Hindi, Bengali and English