

MOHAMMED AFSAL MATTIL

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CAREER OBJECTIVE

Aspiring for a challenging position with a leading organization, where my knowledge and experience can be enriched and can enhance the organizations bottom line profitability

PROFESSIONAL EXPERIENCE

Administrative and customer service manager / IND-O-FLEX MATTRESSES, India **MAY 2021– OCT 2023**

- Improve customer service experience, create engaged customers and facilitate organic growth
- Take ownership of customers issues and follow problems through to resolution
- Set a clear mission and deploy strategies focused towards that mission
- Develop service procedures, policies and standards
- Keep accurate records and document customer service actions and discussions
- Analyse statistics and compile accurate reports
- Recruit, mentor and develop customer service agents and nurture an environment where they can excel through encouragement and empowerment

Admin and customer service assist / V-ONE LOGISTICS WLL , Qatar **FEB 2019 – FEB 2021**

- Answer and direct phone calls
- Organize and schedule appointments
- Plan meetings and take detailed minutes
- Write and distribute email, correspondence memos, letters, faxes and forms
- Assist in the preparation of regularly scheduled reports
- Develop and maintain a filing system
- Update and maintain office policies and procedures
- Order office supplies and research new deals and suppliers

Operation & Admin Executive / The Delite Enterprises, India **JUN2016–DEC 2018**

- Ideated advertising strategies and sales promotion plans for the company
- Examined the potential of external opportunities and reported the same to management along with devising the marketing strategy
- Managing and updating company database.
- Maintaining financial, employee and client details.
- Performing other duties as assigned.
- Managing the maintenance of office and equipment's.

Customer Service & Telecom Assistant / Cassells Information Technologies, UAE **MAY 2015 – MAY 2016**

- Spearheaded marketing and advertising campaigns by developing marketing and advertising strategies, plans and objectives; streamlined and arranged promotional presentations; updated calendars
- Generated leads via referrals, occupational and special interest groups and reached out to them through emails and phone marketing
- Extended support to team members with regular marketing tasks and followed up on marketing projects and activities, as requested
- Prepared presentations required for groups at company sponsored gathering
- Informed and updated the potential and existing customers on new marketing trends
- Developed marketing agendas, provided appropriate marketing support to the team and prepared daily reports for team leader's review

- Worked cross-functionally with other departments to coordinate marketing campaigns and events of companies
- Coordinated marketing and advertising campaigns with advertisement of the company
- Participated in the promotional events to market company sales
- Collated promotional materials, programs and events to increase the sales margin
- Created and submitted monthly, weekly and other periodical reports to sales manager

- Joined forces with the internal team, followed up with customers, fixed appointments and sold insurance products
- Key role participation in the company promotional activities aimed at different sectors to market the company products
- Handled customer relationships by being the key contact for consumer feedback
- Developed proposals and presentations by marketing resource materials such as brochures, data, slides, photographs and reports

SKILLS

- Teamwork and Relationship Strong
- Interpersonal Skills
- Communication Skills
- Proficient Typing Skills
- Presentation Skills
- Leadership Skills

EDUCATION

- **Master of Business Administration [2011-2013]**
Bangalore University Bangalore, Karnataka, India
- **Bachelor of Business Management [2008-2011]**
Bharathiar University Coimbatore, Tamil Nadu, India

LANGUAGE

- English, Hindi, Arabic, Kannada

DECLARATION

I hereby declare that the above stated information is true to the best of my knowledge and belief.