

MUHAMMED JASEEM

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UAE DRIVING LICENSE

License No:- 4397717
Issue Date:- 19/12/2022
Expiry Date:- 19/12/2024
Place Of Issue:- Dubai, U.A.E

SKILLS

Administrating, Supervising
Strong Decision Maker
Team Management
Leadership, Customer Service
MS Office, Communication Skill
Organization, Time
Management

LANGUAGES

Fluency in English, Hindi, Tamil
& Malayalam

PERSONAL DETAILS

Date of birth : 23 / 11 / 1996
Nationality : Indian
Passport No : R1838466
Marital Status : Single
Gender : Male
Visa Status : Residence visa

PROFESSIONAL SUMMERY

To work for an organization that gives scope to update my knowledge and skills in accordance to the latest trends and be a part of the team that dynamically work towards growth of the organization and gain satisfaction

EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE CUM CASHIER

FEB 2021 - 2022

MAJID AL FUTTAIM HYPERMARKET LLC – DEIRA, DUBAI

- Respond well with customer inquiries & complaints.
- Manage product returns.
- Handling Customer complaints and solving their issues for all branches.
- Provide tax facilities to eligible customer and purchase invoice.
- Taking payments by cash, cheque or credit card.
- Manage customers' expectations and display ownership for customers' requests.
- Carry out branch transactions smoothly and in a timely manner.
- Answering questions about a company's products or services.

DELIVERY COORDINATOR

FEB 2022 – PRESENT

MAJID AL FUTTAIM HYPERMARKET LLC – DEIRA, DUBAI

- Review customer orders, plan and coordinate delivery activities.
- Analyze and troubleshoot delivery issues in timely fashion.
- Manage a delivery team to ensure timely and accurate customer delivery.
- Oversee daily activities of delivery team and provide direction and guidance as needed.
- Report delivery status to customers and develop required delivery documents.

EDUCATION

BACHELOR OF COMMERCE – B.COM FINANCE

2014-2017

Calicut University – India

HSE COMPUTER APPLICATION

2012-2014

Directorate of higher secondary – India

PROFESSIONAL 6 MONTH COURSE

(Aug-Jan) 2018

Logistic (Documentation) - India