



MUKHTHAR K P P

Office Assistant

Results-oriented professional with diverse experience in roles including Academic Consultant, Delivery Associate, Billing Associate, and Cashier. Demonstrates a strong ability to deliver exceptional customer service, manage billing processes, handle cash transactions, and ensure efficient office operations. Adept at multitasking, problem-solving, and maintaining a high level of accuracy in all tasks. Excellent communication and organizational skills, with a commitment to providing outstanding support in any environment. Seeking a suitable position as a Customer Service Representative, Cashier, Administrative Assistant, or Office Assistant to leverage my skills and contribute to a thriving organization.

CONTACT

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Linkedin: www.linkedin.com/in/mukhthar-kpp-38b183205

GitHub: <https://github.com/Mukhtharmoideen>

Location: Dubai, UAE

SKILLS

- Customer Service Excellence
- Effective Communication
- Problem-Solving Skills
- Cash Handling and Reconciliation
- Time Management
- Attention to Detail
- Organizational Skills
- Data Entry Proficiency
- Interpersonal Skills
- Adaptability and Flexibility
- Technical Proficiency
- Customer Relationship Management
- Multitasking Ability
- Conflict Resolution
- Confidentiality and Integrity
- Team Collaboration

EDUCATION / TRAINING

BACHELOR OF BUSINESS ADMINISTRATION

Jamia Hamdard Kannur Campus, Kerala, India | Aug 2022

HIGHER SECONDARY(COMMERCE)

Thajul Uloom English Medium Higher Secondary School, Kerala, India | Mar 2019

WORK EXPERIENCE

➤ **ACADEMIC CONSULTANT** | May 2023 – Nov 2023 **Avodha Edutech Pvt Ltd, Kerala, India**

- Provided personalized academic advice to students and parents, guiding them on educational programs, courses, and career paths.
- Assisted clients in selecting and enrolling in suitable educational programs, ensuring alignment with their academic and career goals.
- Delivered accurate and up-to-date information about educational institutions, course offerings, and admission requirements.
- Collected and analyzed feedback from clients to enhance the quality of services and address any issues or concerns effectively.
- Maintained detailed records of client interactions, program enrollments, and follow-up activities to ensure efficient service delivery.

➤ **DELIVERY ASSOCIATE** | Dec 2022 – Apr 2023 **Amazon Logistics**

- Safely and efficiently deliver packages to customers' doorsteps within a specified time frame, following delivery schedules and routes.
- Use navigation tools and maps to determine the most efficient routes, considering traffic and weather conditions to optimize delivery times.
- Interact with customers professionally, addressing any questions or concerns, and providing a high level of customer service during deliveries.
- Load and unload packages carefully, ensuring they are handled properly to avoid damage. Verify package contents and address any discrepancies.
- Maintain accurate records of deliveries, including obtaining signatures and documenting any issues or exceptions encountered during the delivery process.
- Work closely with other delivery associates and warehouse staff to ensure smooth operations and coordination throughout the delivery process.

➤ **BILLING ASSOCIATE** | Jun 2022 – Nov 2022 **APM Supermarket, Kerala, India**

- Accurately recorded sales in the company system, ensuring proper record-keeping and reducing financial discrepancies by 20%.
- Efficiently operated the Point of Sale (POS) system to expedite transactions, enhancing checkout efficiency and customer satisfaction.
- Handled customer complaints professionally, maintaining a positive store reputation by resolving issues promptly and effectively.
- Assisted in restocking shelves, increasing product availability and contributing to an enhanced overall shopping experience for customers.

COMPUTER PROFICIENCY

- Python
- Django
- HTML5
- CSS3
- JavaScript
- Bootstrap 5
- MySQL
- MongoDB
- Git
- RESTful APIs
- Microsoft Office Suite
- Typing Speed of 40 WPM

PERSONAL INFO

Nationality : Indian
Gender : Male
D O B : 05/04/2001
Marital Status : Single
Visa Status : Visit Visa

LANGUAGES KNOWN

- English
- Malayalam
- Hindi
- Tamil

PASSPORT DETAILS

Passport No : B9695052
Date of Expiry : 15/04/2034
Place of Issue : Kozhikode

- **CASHIER** | Apr 2021 – May 2022
Kitchen Galaxy Spices and Dry Fruits, Kerala, India
- Carefully packaged customer items to ensure merchandise safety and quality during transactions, contributing to customer satisfaction.
 - Assisted in restocking shelves, increasing product availability and contributing to an enhanced overall shopping experience.
 - Handled returns and exchanges according to company policies, ensuring a smooth process and maintaining a positive customer experience.
 - Accurately managed cash, credit, and debit transactions, and performed daily cash reconciliation to ensure financial accuracy.
 - Provided excellent customer service by addressing inquiries and resolving issues promptly, fostering a welcoming shopping environment.

CERTIFICATIONS / TRAINING

- **Python Full-Stack Development (Course)** Futuro IT Solutions, Ernakulam, Kerala, India | Sep 2023
- **Python Full-Stack Development (Training)** Futuro IT Solutions, Ernakulam, Kerala, India | April 2024

DECLARATION

I hereby declare that the above-mentioned details are to the best of my knowledge and belief.

MUKHTHAR K P P