

# MOHAMMED QASEEM

## Customer Service

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India



### EXPERIENCE

#### Accountant

Winkera Oil Mills Pvt Ltd 07/2024 - Present Ernakulam, India

- Preparing and analyzing financial statements
- Recording financial transactions, maintaining general ledgers, and reconciling accounts
- Preparing and filing tax returns, ensuring compliance with tax regulations

#### Sales Assistant

GULFCO LLC - Juma Al Majid Holding Group

07/2022 - 05/2024 Dubai, United Arab Emirates

- Handling HHT device
- Using sonic and oracle software
- Analyzed sales figures, market trends and customer behaviour to determine product needs
- Stocking sales floor shelves and creating attractive product displays
- Undertaking the delivery of purchase orders
- Preparing, updating and maintaining sales report

#### Billing Executive

Shawli Designer Fab 01/2021 - 02/2022 Ernakulam, India

- To oversee the billing of items accurately
- Managing cash and banking related activities
- Tracking the payment and transactions to the suppliers
- Updating and pricing of new stocks in ERP software

### EDUCATION

#### Diploma in Aviation and Hospitality Management

Avcom Academy 09/2020 - 08/2021

#### Bachelor in Commerce

MG University 06/2016 - 05/2019

#### Plus Two

Kerala Educational Board 06/2014 - 05/2016

### LANGUAGES

English

Malayalam

### SUMMARY

Customer service professional with over 3 years of experience in sales assistance and financial management, expert in market analysis and relationship building. My key achievements include increasing sales by 20% within six months through effective client relationship management and improving billing accuracy to 99.5% by implementing enhanced checking systems. Seeking a Customer Service position at Emirates Group, where I bring my market analysis and relationship building skills to support your mission of delivering exceptional customer experiences and enhancing operational efficiency.

### KEY ACHIEVEMENTS

- Customer Satisfaction Improvement**  
Increased customer satisfaction ratings by 30% through effective time management and service delivery enhancements.
- Billing Process Efficiency**  
Managed billing processes efficiently, achieving 99.5% accuracy through improved time management strategies.
- Client Engagement Boost**  
Boosted client engagement by 15% through timely follow-ups and innovative customer service strategies.

### STRENGTHS

- Customer service**  
Excel in customer service and have strong interpersonal skills
- Team Work**  
Ability to work well in a team and collaborate reliably
- Communication skills**  
Demonstrates strong communication and active listening skills