

MUHAMMED ASLAM

Deira, Naif, Dubai, United Arab Emirates

+971 50 342 6421 | aslamvattamparambil@gmail.com

PROFESSIONAL SUMMARY

Customer-oriented and detail-focused professional with over 6 years of progressive experience in messenger services, retail operations, cash handling, and sales support in the UAE. Skilled in public relations, document handling, and customer service management with strong organizational and communication abilities. Proven ability to process financial transactions, manage administrative tasks, and facilitate government liaison work. Multilingual and adaptive, with a consistent record of meeting performance and service standards.

PROFESSIONAL EXPERIENCE

GOVERNMENT MESSENGER | 01/2022 - 09/2024

Fixit Express Government Services – Dubai, UAE

- Delivered over 5,000 government documents to ministries including GDRFA, MOHRE, and Emirates ID authority.
- Accurately managed document clearance, visa processing, labor card renewal, and Emirates ID applications for corporate and individual clients.
- Responded to inquiries from public and corporate clients, resolving concerns within 24 hours on average.
- Conducted market research and reported trends to management for process improvement.

Key Achievements:

- ✓ Maintained a 98% on-time delivery rate for government documents.
- ✓ Reduced average client processing time by 20% by optimizing application sequencing.
- ✓ Received internal recognition for error-free submissions and follow-up handling.

CASHIER | 01/2020 – 12/2021

Al Kashkha Mini Market – Abu Dhabi, UAE

- Handled cash and card transactions with 100% daily cash reconciliation accuracy.
- Processed over 100 customer transactions per day using POS systems.
- Delivered outstanding service by addressing product inquiries and assisting with exchanges.
- Balanced cash drawer, generated financial summaries and submitted shift reports.
- Trained junior cashiers in POS procedures and customer interaction techniques.

Key Achievements:

- ✓ Achieved zero cash discrepancies for 12 consecutive months.
- ✓ Increased customer satisfaction scores by 25% through enhanced service engagement.

INDOOR SALES ASSOCIATE | 01/2018 – 12/2019

Al Kashkha Mini Market – Abu Dhabi, UAE

- Assisted walk-in customers, explained product benefits, and closed high-volume retail sales.
- Supported inventory control, restocked shelves, and updated product labels.
- Maintained clean and organized sales areas aligned with health and safety protocols.
- Promoted product bundles, increasing average transaction value by 15%.

Key Achievements:

- ✓ Consistently exceeded daily sales targets by 20–30%.
- ✓ Played a key role in reducing inventory discrepancies by 10%.

EDUCATION

Higher Secondary Education | 2013 – 2015

Kerala Board of higher Secondary Education, India

Secondary Education | 2012 – 2013

Kerala Board of Public Examination, India

CORE SKILLS

- Government Documentation & Liaison
- Customer Service & Complaint Resolution
- Cash Handling & POS Operations
- Administrative Support & Filing
- Public Relations & Client Communication
- Data Entry & Record Management
- Time Management & Multitasking
- Conflict Resolution & Problem Solving

TECHNICAL SKILLS

- Microsoft Word & Excel
- Point-of-Sale (POS) Systems
- UAE Government Portals: TASHEEL, AMER, GDRFA, MOHRE
- Email & Office Equipment Usage

LANGUAGES

- Malayalam – Native
- English – Fluent
- Hindi – Fluent
- Tamil – Conversational
- Arabic – Basic

**ADDITIONAL
DETAILS**

- Date of Birth : 04/08/1998
- Nationality: Indian
- Gender : Male
- Passport No : P7921396
- Availability: Immediate to Join
- Holding UAE Driving License : 2536474

DECLARATION

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

MUHAMMED ASLAM