



MUHAMMED NASEEF

CONTACT ME

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- Dubai - UAE

SKILLS

- Customer Services
- Communication
- Team Collaboration
- Adaptability
- Problem Solving
- Time Management
- Attention to Detail
- Hospitality Management
- Food Safety
- Menu knowledge
- Conflict Resolution
- Interpersonal Skills

LANGUAGE

- English
- Hindi
- Malayalam

ABOUT ME

My objective is to use all of the knowledge, experience, and result driven personality appropriately in order to flourish within any given position that I may encounter, while absorbing any and every experience and process along the way. Knowledgeable and dedicated customer service professional with extensive experience in the textile and hospitality industries. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success.

EXPERIENCE

K - Hospitality
2023 – 2024

Airport **Travel Food Services - Bangalore International**

- Managed all Hospitality customer accounts, custom product samples and material orders
- Provided clear and timely technical data required for design and specification of product as well as technical support resolving issues for clients on variety of company products
- Developed and managed all processes to implement, improve, and streamline information and processes throughout department
- Collaborated with business development managers in partner planning process to develop mutual performance objectives, financial targets and critical milestones
- Built, managed and coached in-sourced and outsourced team, implementing training programs to improve efficiency and productivity
- Demonstrated knowledge of company's mission, purpose, goals, and ability to help employees successfully achieve them
- Positioned as primary liaison for all hospitality team members, troubleshooting complex administrative and training issues promptly as well as product knowledge on full range of products offered
- Molded team and embraced change to adapt within dynamic market and company direction

Recruited, hired and trained all staff, providing direct supervision, performance management and reviews, ongoing staff development and continuing education to employees.

**Logistics Coordinator Abreco Freight Pvt Ltd, Cochin, Kerala
(2022-2023)**

- Coordinated international shipments, ensuring timely and efficient delivery of goods.
- Prepared and processed shipping documents, including commercial invoices and bills of lading.
- Communicated with clients, suppliers, and transportation providers to ensure smooth logistics operations.
- Managed and tracked shipments, providing updates on status and resolving any issues promptly.
- Complied with customs regulations and laws, ensuring compliance and minimizing risks.
- Collaborated with team members to achieve company goals and objectives.

EDUCATION

BBA (Aviation & Logistics)
Deemed to be University - Mangalore

2019