



NOWFAL MOHEMED RAFI

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Dubai, United Arab Emirates

CAREER SUMMARY

Dedicated Service Associate with Extensive experience in retail sales and strong proficiency in Microsoft office. Possesses excellent communication skills and a proven ability to handle customer enquiries and resolve issues efficiently. Seeking a transition into a office administrative role where my organizational abilities and attention to detail can contribute to streamline office operations and support.

SKILLS

- Excellent Verbal and Written Communication Skills.
- Numerical Skill
- Adaptability
- Punctuality and efficiency
- Time Management, and Good Interpersonal Skills
- Leadership Quality

EDUCATION

Master of Business Administration

Mizoram Central University

Pursuing MBA via Online from one of the Top Central university in India

Bachelor of Commerce in Finance, 2020

KERALA UNIVERSITY, TRIVANDRUM

Graduated from the University of Kerala with First Class in B.com finance in 2020.

SSLC & PLUS 2, 2017

GHSS PARAVUR, KOLLAM, KERALA

Completed Plus Two in Commerce with Computer Applications in the year 2017

WORK EXPERIENCE

EMIRATES NATIONAL OIL COMPANY, LLC DUBAI UAE

Customer Service Associate – Retail Sales Assistant

(04/2022)-Present

- Store Keeping
- Inventory Management
- FIFO LIFO Arrangements
- Cashiering
- Customer Service
- Entering Purchase Invoice
- Assisting supervisor or manager when they need

SUPREME FOOD CO. KERALA, INDIA
Online Delivery Coordinator

(07/2020) - (02/2022)

- Order coordination
- Order ticket creation and invoicing
- Logistics management
- Follow up and adjustments
- Quality Assurance
- Issue Resolution
- Inventory Management
- Customer Service
- Team Collaboration
- Reporting

ACHIEVEMENTS

Mystery Shopper **100% Score Four Times** from **ENOC RETAIL LLC** for Rendering **Best Service and Dedication to work**

CERTIFICATIONS AND TRAINING ATTENDED

- Fire Fighting Certified by Dubai Civil Defence
- Occupational Food Safety by Dubai Municipality

COMPUTER PROFICIENCY

- TALLY PRIME
- MS PowerPoint
- MS Excel
- MS Word

LANGUAGES KNOWN

- English
- Hindi
- Malayalam
- Arabic (Reading& Writing)