

MUHAMMED SHABEER M K

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PROFESSIONAL SUMMARY

A highly motivated and results-driven professional with extensive experience in customer service, sales, and financial transactions. Strong leadership, problem-solving, and analytical skills with the ability to handle multiple responsibilities efficiently. Proficient in Microsoft Office applications and well-versed in handling customer inquiries, cash transactions, and account management.

WORK EXPERIENCE

Supervisor – ADNOC

2022 – 2023

- Managed and supervised daily operations to ensure smooth workflow and efficiency.
- Led and trained a team to maintain high service standards and customer satisfaction.
- Oversaw cash handling, inventory management, and compliance with company policies.
- Resolved customer complaints and provided effective solutions to enhance service quality.
- Ensured adherence to safety regulations and operational guidelines.
- Coordinated with different departments to streamline processes and improve productivity.

Customer Service Executive – Carrefour

2017 – 2022

- Assisted customers with inquiries, complaints, and product-related queries, ensuring high levels of satisfaction.
- Trained and mentored new employees to ensure high service standards.
- Resolved customer complaints efficiently, ensuring customer retention and loyalty.
- Assisted in promotional activities and marketing campaigns to boost sales.
- Coordinated with different departments to ensure smooth daily operations.
- Maintained a clean and organized workspace, adhering to company policies and procedures.

Cashier – Carrefour

2017 – 2022

- Managed cash transactions, billing, and reconciliation with accuracy and efficiency.
- Maintained financial records and assisted in basic accounting tasks.
- Processed payments through multiple transaction methods, ensuring accuracy.
- Handled large cash flows efficiently while maintaining strict confidentiality.
- Assisted customers with refunds, exchanges, and payment inquiries.
- Ensured compliance with company policies regarding financial transactions.

Sales Executive – Odyssia Footwear

2013 – 2017

- Greeted and assisted customers, providing product recommendations based on their needs.
- Processed sales transactions and handled cash registers efficiently.
- Managed store inventory, restocked merchandise, and ensured attractive product displays.
- Worked collaboratively with the team to achieve sales targets and improve customer experience.

SKILLS & COMPETENCIES

- Excellent customer service and interpersonal skills
- Strong problem-solving and analytical abilities
- Effective leadership and team management capabilities
- Ability to handle multiple tasks in a fast-paced environment
- Excellent communication skills in English, Hindi, and Malayalam
- Quick learner with strong time management skills

IT PROFICIENCY

- Microsoft Office (Word, Excel, PowerPoint)
- Email and internet research knowledge

EDUCATION

- SSLC – Board of Public Examination Kerala
- Plus Two – IGNOU

LANGUAGES KNOWN

- English (Fluent)
- Malayalam (Fluent)
- Hindi (Fluent)

PERSONAL DETAILS

- Date of Birth: 18/11/1992
- Nationality: Indian
- Marital Status: Married
- Father's Name: Kabeer O K
- Passport No.: U9758654 (Expires on 03/03/2031)