

## **MUHAMMED SHABEER M K**

Mobile: 0528209398

Email: shabeerkatta216@gmail.com

Address: Bur Dubai, Dubai, UAE

---

### **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 – Odysia 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)