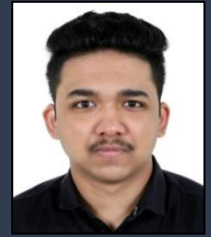


SHAJAHAN ABOOBACKER

Seeking a suitable position in accordance with my work experience and skills gained over the years. Thereby contributing to the overall growth and profitability of the organization as well as attaining self-growth in my career.



✉ Shajahanaboobacker796@gmail.com

+971 547114200

UAE

VISA STATUS: EMPLOYMENT

WORK EXPERIENCE

CUSTOMER SERVICE SUPERVISOR & CUM SALES MAN LULU GROUP INTERNATIONAL L.L.C

December 2019 - 2023

Achievements/Tasks

- ✓ Welcome customers, help and respond to their concerns
- ✓ Ensure customer transactions are processed promptly and accurately.
- ✓ Deals with customers inquiries and complaints
- ✓ Supervise and maintain the checkouts are clean, safe, and organized.
- ✓ Evaluate the performance of cashiers and provide feedback
- ✓ Supervised and trained all new hire store cashiers
- ✓ Responsible for developing own portfolio of customers.
- ✓ Contacting prospective clients by phone and email.
- ✓ Identifying the customer's needs.
- ✓ demonstrating knowledge of the product being sold
- ✓ Responsible for developing own portfolio of customers.
- ✓ Working as part of the sales team to develop both new and existing markets. Involved in developing sales & pricing strategies.
- ✓ Constantly developing existing sales processes which will generate sustainable growth. Responsible for developing own portfolio of customers.
- ✓ Collecting all the information required to create a request for an estimate. Writing accurate & informative sales reports and documentation.
- ✓ Contacting prospective clients by phone and email.
- ✓ Identifying the customer's needs.
- ✓ Involved in developing sales & pricing strategies.
- ✓ Collecting all the information required to create a request for an estimate.
- ✓ Writing accurate & informative sales reports and documentation.
- ✓ Assisting customers in selecting the right product, performing financial transactions and demonstrating knowledge of the product being sold

OFFICE BOY

SBI BANK - KERALA -INDIA

Achievements/Tasks

- ✓ Assisting other administrative staff in wide range of office duties
- ✓ Collecting and distributing couriers or parcels among employees and opening and sorting emails
- ✓ Cooperating with office staff to maintain proper interaction and a friendly environment within the office
- ✓ Check with home offices after completed deliveries, in order to confirm deliveries and collections and to receive instructions for other deliveries
- ✓ Schedule and plan meetings and appointments
- ✓ Monitor level of supplies and handle shortages
- ✓ Resolve office-related malfunctions and respond to requests or issues
- ✓ Coordinate with other departments to ensure compliance with established policies
- ✓ Maintain trusting relationships with suppliers, customers and colleagues
- ✓ Perform receptionist duties when needed

LANGUAGES

- ✓ ENGLISH
- ✓ ARABIC
- ✓ HINDI
- ✓ MALAYALAM

EDUCATION

TERTIARY

BACHELOR OF SCIENCE IN COMMERCE GENERAL
ADAMS INSTITUTE OF DISTANCE EDUCATION
(2016-2018)

DIPLOMA IN MECHANICAL ENGINEERING
SSM POLYTECHNIC COLLEGE TIRUR KERALA -INDIA

SECONDARY

BYK HSS VALAVANNUR KERALA-INDIA

SKILLS

- ✓ Good Communication skills
- ✓ Computer literate
- ✓ Can work under pressure
- ✓ Strong Customer Service skill.
- ✓ Strong interpersonal and solving skills, Goal oriented, Flexible and hardworking.
- ✓ Fast learner and flexible to changes.
- ✓ Good interpersonal skills and willing.
- ✓ Good team player with self confidence.
- ✓ Responsible and determined to succeed
- ✓ Friendly, honesty, and social with pleasing manners.
- ✓ Diplomatic and having excellent problem solving skills.
- ✓ Ability to work under pressure.

DECLARATION

I hereby declare that the above mentioned statements are true and correct to the best of my knowledge. If I am selected I promise, I will do my best.

THANK YOU

PERSONAL DETAILS

- ✓ DATE OF BIRTH : 01/09/2000
- ✓ GENDER : MALE
- ✓ NATIONALITY : INDIA
- ✓ VISA STATUS : EMPLOYMENT
- ✓ MARITAL STATUS : SINGLE