



SHABIR HOSSAIN

Administrative Executive & Customer Care Assistant

 0588956828

 shabirhossaindubai@yahoo.com

 Karama, Dubai

PROFILE SUMMARY

A highly successful Senior Customer Care Executive with about 7 years of consistently delivering top performance within the BPO Industry, followed by working in Sharjah sea port as Administrative Executive.

LANGUAGES

English
Hindi

COMPUTER SKILLS

Text processor
Spreadsheet
Slide presentation
Email Composition

EDUCATION

ASSEMBLY OF GOD'S CHURCH SCHOOL,
Passed Senior Secondary in 2005

ST.GEORGE'S SCHOOL, KOLKATA
Passed Secondary in 2003

EXPERIENCE

Sharjah Seaports and Customs Authority

June 2015 - April 2023
Administrative Executive (Port & Customs)

BNKE SOLUTIONS PVT. LTD
March 2006 - December 2014
Senior Customer Care Executive

JOB PROFILE

- Coordinated and processed shipments, including creating shipping labels and tracking orders.
- Managed and maintained shipping documentation, records, and files.
- Communicated with carriers, suppliers, and internal teams to ensure on-time deliveries.
- Addressed and resolve shipping-related issues, such as delays or damages.
- Assisted in customs compliance and documentation for international shipments.
- Monitored inventory levels and assist with restocking of shipping supplies.
- Collaborated with the team to improve shipping processes and efficiency.
- Prepared regular reports and performance metrics for shipping activities.
- Managed the processes around documentation within the organisation
- Maintained confidentiality around sensitive documentation
- Prepared ad-hoc reports on projects when required
- File documents in physical and digital records and ensure appropriate storage
- Review and maintain the accuracy of the records, editing where necessary to ensure they are up to date
- To liaise with and distribute project related information with all levels of the project team and potentially external parties
- Answered incoming calls, took messages and re-directed calls
- Dealt with email enquiries
- Recorded and maintained minutes of meetings
- Kept a record of data (fleet management, route designation, etc)
- Performed other general office management tasks such as ordering & stocking supplies
- Housekeeping Management: Managed housekeeping staff and ensuring the center was kept clean and organised all the time.
- Met client parameters like customer satisfaction, accuracy, call handling time and quality.
- Identify and assess customers' needs to achieve satisfaction.