



# Shamseer Ayooob

## Administrative Assistant

Administrative Assistant with successful experience in fast paced office settings. Hardworking team-player with expertise completing various clerical tasks and offering staff support. Responsive, punctual and productive professional when working with little to no supervision. Seeking a challenging career where my analytical, interpersonal and technical skills are effectively recognized and utilized to the best of my capabilities, thereby contributing to the progress of the organisation and hence growing personally.

## Personal Details

### Phone

+91 99478 71461

### Email

shamseerayooob@gmail.com

### Linkedin

linkedin.com/in/shamseer-ayooob

### Address

S.S House, Pavumba North,  
Karunagappally, Kollam, Kerala

**Nationality** Indian

**Date of Birth** 03-08-1992

## Education

2014  
**Bachelor of Arts (English)**  
University of Kerala

2012  
**Diploma in Computer Application**  
Rutronix

## Expertise

- SAP
- Oracle Suite
- Microsoft Office
- Bitrix/ Getlead CRM
- POS, Tally, GST
- Data Analysis, Interpretation

## Languages

English  
Hindi  
Malayalam

## Experience

### Aug 2022- Present

HHYS Inframart, India

#### Customer Relationship Executive

- Generated leads through Bitrix/ Getlead CRM Management platforms.
- Represented a single Division, undertook responsibility of Customers satisfaction.
- Prepared and tracked sales report generated through digital media.
- Resolved customer complaints and handled queries efficiently.
- Arranged product training of sales staff and assisted with onboarding of new employees.

### July 2017- Oct 2021

Al Jabr Laundries Company, Saudi Arabia

#### Administrative Assistant

- Processed invoices and expenses to facilitate scheduled projects.
- Generated reports and prepared presentations for sales analysis.
- Answered calls, diverted messages to staff and reported on performance.
- Sorted and distributed office mails and recorded incoming shipments.
- Restocked supplies and placed purchase orders to maintain adequate stock levels.

### April 2015 to May 2017

M.S Electricals, India

#### Office Executive

- Answered customer queries and resolved service issues in a timely manner.
- Diagnosed customer issues by asking probing questions and recorded repair orders.
- Ordered supplies and kept inventory at optimal levels.
- Co-ordinated equipment repairs and maintenance.
- Processed invoices and maintained monthly report on sales and services.

## Reference

### Suhail O.A

Division Head, HHYS Inframart

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### U.P Ravindran

Administration Manager, Al Jabr Laundries

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