



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

+971 557205022

Email

shamseerayooob@gmail.com

LinkedIn

linkedin.com/in/shamseer-ayooob

Address

Deira, Dubai,
United Arab Emirates

Nationality Indian

Date of Birth 03-08-1992

Visa Status Visit Visa (Expiry Mar 2024)

Education

2014

Bachelor of Arts (English)

University of Kerala

2012

Diploma in Computer Application

Rutronix

Expertise

- Point of Sale, Vat invoices
- Oracle Suite, SAP
- Microsoft Office, Admin Support
- Bitrix/ Getlead CRM platforms
- Documentation & Reporting
- Teamwork, Multi Tasking

Languages

English

Hindi

Malayalam

Experience

○ **Aug 2022- Dec 2023**

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**

R.K Tradings, 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.

References

Suhail O.A

Division Head, HHYS Inframart

Contact will be provided upon request

U.P Ravindran

Administration Manager, Al Jabr Laundries

Contact will be provided upon request

Navaz Basheer

Technical Support, Dubai Technologies

Contact will be provided upon request