



VAHEEB K

CONTACT

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 vaheebkk14@gmail.com

 Abu Dhabi, UAE

SKILLS

COMMUNICATION	<div><div></div></div>
TEAMWORK	<div><div></div></div>
ORGANIZATION	<div><div></div></div>
LEADERSHIP	<div><div></div></div>
TEAMPLAYER	<div><div></div></div>

SOFTWARE

MS WORD
MS POWER POINT
MS EXCEL
MS OUTLOOK
APX

PERSONAL

Date of Birth : 07/08/2000
Gender : Male
Marital status : Single
Nationality : Indian
Passport No. : T4205191
Visa status : Visit visa

PROFILE

I am looking for an entry-level position to kick start my career. I wish to work in a dynamic organization that will contribute to my professional and personal growth while I contribute to the growth of the company as well as engage in opportunities to further the company's goals.

CORE COMPETENCY

- Good analytical and communication skills.
- Superior attention to detail
- Strongly self-motivated, enthusiastic, and committed to professional excellence.
- Ability to maintain good client relations, order proceeding and routine upkeep of the business.
- Coordination skills between customer needs and group personnel.
- Outstanding and dedicated team player with strong communication skills and ability to work under any circumstances.
- Self - Awareness.
- Self – Management.
- Social Awareness.
- Responsible Decision-Making

WORK EXPERIENCE

Receipt and Delivery Incharge (Receptionist) 2021-2023
Eranad Hallmarking Centre Pvt Ltd Malappuram Kerala

- Greet and welcome guest as soon as they arrive at the office.
- Direct visitors to the appropriate person and office.
- Answer, screen and forward incoming phone calls.
- Ensure reception area is tidy and presentable, with all necessary stationery and material (g.g pens, forms and brochures)
- Provide basic and accurate information in-person and via phone/email
- Receive, sort and distribute daily mail/deliveries.
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- Order front office supplies and keep inventory of stock.
- Update Calendars and schedule meetings.
- Arrange travel and accommodations, and prepare vouchers.
- Keep updated records of office expenses and costs.
- Perform other clerical receptionist duties such as filing, photocopy, transcribing and faxing.

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LANGUAGES

ENGLISH : (Read, Write & Speak)

MALAYALAM : (Read, Write & Speak)

HINDI : (Speak)

ARABIC : (Speak)

TAMIL : (Speak)

AREA OF EXPERIENCE

- ✓ Customer Service
- ✓ Front Office
- ✓ Cash Handling
- ✓ Computer Work
- ✓ Reception
- ✓ Sales
- ✓ Hospitality
- ✓ Office Handling

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Customer Service Executive

Zeenath Textile, Kottakkal, Malappuram, Kerala

2019-2021

- Established and monitored customer service standards by employing recognized and comprehensive benchmarks.
- Described products and service details to customers to provide information on benefits and advantages.
- Assessed customer service trends and evaluated complaints to determine areas in need of enhancement and align teams to better meet customer demands.
- Developed working relationships with internal and external customers while assisting with account management duties.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Evaluated interactions between associates and customers to assess personnel performance and customer satisfaction.
- Enhanced department structure and workflows to increase coverage and team efficiency in face of dynamic demands.
- Resolved customer billing errors by researching issues in system, asking open-ended questions and determining root causes of problems.

PERSONAL SKILLS

- My Personal qualities include being polite.
- Easy to get on with and a good sense humor.
- Whistest maintaining committed and organized approach.
- Relationship Skills

EDUCATION

- **DIPLOMA IN AIRPORT ADMINISTRATION (2018-2019)**
Fly Hic Aviation
Central Board Of Examination Kerala,India
Airport Ground Handling
Aviation Management , Hospitality Management
- **HIGHER SECONDARY EDUCATION (2016-2018)**
Kerala Board Of Higher Secondary Kerala,India
- **SECONDARY SCHOOL LEAVING CERTIFICATE (SSLC) (2013-2016)**
Government Of Kerala General Education Department