

MOHAMMED NADEEM

OFFICE ADMIN



CONTACT

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OBJECTIVE

My goal is to become associated with a company where I can utilize my skills and gain further experience while enhancing the company's productivity and reputation.

LANGUAGE

- ✓ English
- ✓ Hindi
- ✓ Telugu
- ✓ Urdu

SKILLS

- Excellent organizational skills, effective communication skills, negotiation skills, research and analytical skills, interpersonal skills, attention to detail, customer service, administrative support, office management, record keeping, communication, data entry, filing and organization, reception, travel arrangements, event planning, budget management, HR support.

INTEREST

- Visiting new places
- Making new friends
- Watching TV

WORK EXPERIENCE

Office admin

Almaya groups (Dubai)

01/08/2022 -

Present

- Provided comprehensive administrative support to the office team, including managing calendars, scheduling meetings, and handling correspondence.
- Ensured the efficient operation of the office by overseeing supplies, equipment maintenance, and vendor relations.
- Maintained meticulous records, databases, and files, ensuring easy access to critical information.
- Managed incoming and outgoing communications, including emails, phone calls, and written correspondence.
- Conducted accurate data entry and data management for financial records and customer information.
- Organized and maintained both physical and digital files, improving document retrieval.
- Greeted visitors, answered phones, and directed inquiries with professionalism.
- Enforced company policies and procedures, maintaining a culture of compliance.
- Prepared meeting materials, agendas, and minutes for efficient meetings.
- Delivered exceptional customer service by handling inquiries and resolving issues.

Customer service executive

Vodafone limited

2020 - 2022

- Customer Interaction and Support
- Product and Service Knowledge
- Billing and Account Management
- Technical Assistance
- Sales and Upselling
- Complaint Resolution
- Documentation and Record-Keeping
- Escalation Procedures
- Quality Assurance and Compliance
- Customer Feedback and Surveys
- Training and Development
- Team Collaboration
- Time Management and Prioritization

PROJECTS

Process improvement

During my tenure as a Purchase Assistant Manager at ALMAYA Retailers, I initiated and executed a project focused on improving the inventory management process. The primary objective was to enhance efficiency, reduce excess inventory costs, and ensure better alignment with customer demand.

EDUCATION

B. com

Osmania university

- 2020

Intermediate

Board of Telangana

- 2016