

Dear Sir,

Sub: Merchandiser



With reference to the above subject, I would like to apply for a any suitable care in your esteemed firm.

I am a resident of U.A.E. for the last 15 years, holding valid driving license and well experienced and (4 year Kerala experience also) in various kinds of jobs in Etisalat Telecommunication and Al-Futtaim Telecommunication & Al Yousuf computer & Telecommunication ,Al Marfa Typing and Documentation Secretarial and Cashier,Data Entry,General Service,Driver,Office Administrative,Telephone Operator,Customer Relation Executive,Executive Assistantnt.Document controller,Accountant,Business Development executive ,Store monitoring Document Controller and kerala one supermarket supervisor and 2 year one supermarket handle related jobs.

I am attaching my detailed C.V. for your kind perusal and consideration.

If given the chance to serve this fast-growing organization, I assure you that you will find me a hard-worker and a quick learner.

I look forward to your favorable reply.

With thanks and regards,

Yours Sincerely,

ISMAIL MADAKKAL

Mob: +97154 7304175

ISMAIL MADAKKAL

Mobile:+971547304175

E-mail: ismailmmvt@gmail.com

Visa Status:Employer

Career Objective

To secure a position where I can efficiently contribute my skills and abilities to the growth of the organization and build my professional career.

Professional Experience

Having 18-month Experience -Al Marfa Typing and Documentation office Feb,2022 to

Designation: Account & customer care

Having 2 years Experience as Data entry operator customer care in pattambi municipality at Pattambi, kerala, 2 years one supermarket supervisor from the year 2014 to 2018.

Al Yousuf computer & Telecommunication Mar 2009-May 2014

Client: Sharjah Etisalat Contractor & Fujairah Etisalat Contractor

Designation: Secretary/Data Entry /Tele Marketing & Customer Relations

Al Futtaim Panatech

Feb 2007-.....

Client: Al-Ain Etisalat Contractor

Designation: Secretary/Data Entry/ Document control /Tele Marketing & Customer Relations

Al Futtaim Technologies

May 2005-.....

Client: Fujairah Etisalat Contractor

Designation: Secretary/Data Entry / Document control /Telephone Operator& Customer Relations Executive

Duties & Responsibilities

- Excellent Data Entry skill
- Office and our all Brach account controller
- In -depth knowledge of entering data fields in to computers in windows
- Introducing newly launched products to the costumers through Etisalat Business outlets.
- Preparing the daily sales from and stock reports.
- Writing and translating the letters to/from our Clients.
- Files Documentation.
- Reporting to the management.

- Answering the phone and attending to customer queries.
- Maintaining and developing regular relations with customers.
- Tele marketing through customer.
- Responsible of office computers maintenance and troubleshooting.
- Listen to customer requests, referring to alphabetical or geographical directories to answer questions and provide telephone information.
- Observe signal lights on switchboards, and dial or press buttons to make connections.

Etisalat, Fujairah

Mar 1998-May 2005

Designation: Secretary/Data Entry/Document control/Office

Assistant/Telephone Operator Customer Relations

Duties & Responsibilities

- Answer all coming calls in gently what.
- Maintaining and developing regular relations with customers.
- Co-ordinate with the Administration and Accounts Departments.
- Commercial Store monitoring and maintaining and updating Customer database.
- Helping customer if possible or transfer him to the proper responsible employ who can help him
- Recording any customer's complains and reports it to the management.
- Provide administrative assistance, that is, prepare and distribute agenda, confirm attendees, compile documentation, etc.
- Network Operation Centre Technical Assistant Radio Operator
- Typing of regular correspondence and keeping track of them.
- Initiating and maintaining a variety of files and records.

Educational Credentials

Bachelor of Administration in History from the University of Calicut, India in 1995.

Certification Course

Diploma in Computer Application, Kerala.

English Typing from Board of Public Examination, Kerala

Technical Skills

MS Office

Personal Profile

Nationality : Indian

Date of Birth : 5Jan 1974

Sex : Male

Marital Status : Married

Passport No :

Languages known : English, Hindi, Arabic, Tamil and Malayalam

Declaration

I hereby declare all the above details are true and correct to the best of my knowledge and belief.

ISMAIL MADAKKAL

Date:25/12/2023