



MUHAMMED SHAMNAD C

E-mail: shamnadmuhmd@gmail.com Mobile: 0563654284, UAE - Dubai

OBJECTIVE:

Looking to be connected with a progressive and established company where I will have the chance to help the insight of its goals, while at the same time being exposed to an environment where my skills and capabilities will be utilized.

EXPERIENCE

RECEPTIONIST

Beach way inn, Tourist home - Kozhikode (March 2023-October 2023)

- Making reservations by phone and in person.
- Checking guests in and out of their rooms.
- Preparing bills and taking payments like cash or credit.
- Dealing with complaints and solving problems that may arise.
- Keeping the reception area clean and tidy at all times.
- Filing all paperwork, receipts, and reservations.
- Offered information pertaining to available stores and facilities of hotel points of interest and entertainment attractions

CUSTOMER EXPERIENCE EXECUTIVE - (CEE)

MYG Digital, The complete digital store, Kalpatta, (July 2022-February 2023)

- Addressing customer inquiries, concerns, and grievances across multiple communication channels such as telephone, email, live chat, or social media.
- Delivering prompt and accurate information to ensure the utmost customer satisfaction.
- Investigating and resolving customer issues or complaints by diligently identifying the underlying cause, presenting suitable solutions, and following up to ensure a successful resolution.
- Comprehensive product or service knowledge, including detailed features, pricing, availability, and relevant policies or procedures, enables customers to make well-informed decisions.
- Cultivating and nurturing positive customer relationships to foster loyalty and instill a sense of trust in the brand.
- Proactively engaging with customers to discern their needs, preferences, and feedback, thus continuously enhancing the overall customer experience.

EDUCATION

Bachelor of Business Administration - BBA

University of Kannur – Kerala (March-2018 -Not Graduated)

DFA-DIPLOMA IN FOREIGN ACCOUNTING (2020)

Centre for development of imaging technology(C-DIT)

Higher Secondary Education (2015)

COMMERCE from SCERT, Kerala

SKILLS

- Microsoft Word
- Tally
- Excel

PERSONAL INFORMATIONS:

Name: MUHAMMED SHMNAD C

Address: CHALIL (H), THENGUMUNDA, PADINHARATHARA (P.O) Wayanad

Date of Birth: 24th January 1998

Sex: Male

Marital Status: Single

Languages Known: English, Hindi & Malayalam.

Visa Status: Visit Visa

Nationality: Indian.

DECLARATION:

I do here by declare that all the statements made above are true and perfect to the best of my knowledge and belief.

Muhammed Shamnad c