

# MUHAMMED SABITH. S

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Dubai, UAE



## OBJECTIVE

I seeking an opportunity to gain experience and develop my skills by being in a working environment that strives for the best, and to be an active and productive member in my field by providing everything I can to serve my employer. Always passionate want to learn new things, social person and open in relationships, love to work in group, quick in acceptance change and serious in work.

## AREA OF EXPERTISE

- Customer Relationship Management
- Teamwork
- Problem Solving
- Communication
- Microsoft Office
- Leadership Skills
- Hard Worker
- Time Management Skill
- Distribution Management
- Quality Assurance
- Inventory Control Processes
- Vendor and Staff Relations
- Transportation / Materials Handling
- Continuous Process Improvement

## WORK EXPERIENCE

**Dec 2020 – Nov 2021**                      **Muthoot Micro Finance**  
**Relationship Officer**

- Organize and run meetings and conferences regarding information relevant to Customer Relations
- Create and utilize training programs in customer service protocol in both written and visual templates
- Interact firsthand with both satisfied and dissatisfied customers
- Document customer complaints and how they were resolved for future reference
- Create customer satisfaction surveys and programs to enhance customer feedback
- Organizing customer feedback to create a working solution to recurring problems

**01/2019 – 11/2020**                      **Flipkart**  
**Wish Master**

- I worked as Wish Master at Flipkart (India's biggest online store for Mobiles, Fashion (Clothes/Shoes), Electronics, Home Appliances Etc.)

**6/2018 – 01/2019**  
**Marketing Executive**

**Desinganad Classifieds**

**EDUCATION**

- **Diploma in Computer Applications (DCA)** **2019**  
Keltron, Thiruvananthapuram
- **Bachelor of Arts (Not Completed)** **2015 – 2018**  
Kerala University
- **Plus Two Science** **2015**  
M.S.M.H.S.S, Chathanamkulam
- **S.S.L.C** **2013**  
MGD Boys High School

**PERSONAL INFORMATION**

Nationality : Indian  
Date of Birth : 02/03/1996  
Marital Status : Single  
Religion : Muslim  
Languages Known : English & Malayalam

**COMPUTER SKILLS**

- MS Office, MS Excel, MS Power Point