



SHABEER OK

Extremely organized individual with high discretion and confidentiality and problem solver with exceptional ability to efficiently prioritize assignments. Experience ensuring offices run smoothly and efficiently. New level of organization and attention to detail. An upbeat team player with an expansive toolkit of interpersonal skills and business operations knowledge.

EXPERIENCE

ADMIN MANAGER- EATIKO FOOD DELIVERY APP, KERALA, INDIA
(JUNE 2020 – NOVEMBER 2021)

LOGISTICS CO-ORDINATOR – PIKIT DELIVERY, KERALA, INDIA
(AUGUST 2017 – MAY 2020)

CUSTOMER CARE EXECUTIVE – ATCIS TECHNOLOGY, BANGLORE, INDIA
(March 2016 – APRIL 2017)

ROLES AND RESPONSIBILITIES

- Review customer orders and plan and coordinate delivery activities
- Build positive and productive working relationships with customers for business growth.
- Analyze and troubleshoot delivery issues in a timely fashion.
- Manage a delivery team to ensure timely and accurate customer deliveries.
- Oversee daily activities of delivery team and provide direction and guidance as needed.
- Perform resource allocations and workload assignments according to delivery requirements.
- Ensure that team maintains high level of competence and operational excellence.
- Evaluate the performance of team members and determine training needs.
- Serve as primary contact for customer inquiries and concerns.
- Analyze customer orders, set delivery priorities and make schedule adjustments to meet timely delivery goals.
- Perform customer negotiations for delivery rates.
- Develop process improvements to achieve cost

CONTACT

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PERSONAL INFO

DOB: 02nd Feb 1993

GENDER: Male

NATIONALITY: Indian

PASSPORT No: P5195897

VISIT TYPE: VISIT VISA

SKILL HIGHLIGHTS

- **STRONG INTERPERSONAL PROFICIENCY**
- **TIME MANAGEMENT**
- **EXPERTISE IN ORGANIZATION**
- **PROBLEM-SOLVING ABILITY**
- **TEAM-ORIENTED**
- **ORGANIZED**
- **MULTI-TASKING**
- **MS OFFICE**
- **GOOGLE SHEET**

EDUCATION

BE - ELECTRICAL AND ELECTRONICS ENGINEERING
ANNA UNIVERSITY CHENNAI

LANGUAGES

- **English**
- **Hindi**
- **Malayalam**
- **Tamil**
- **Arabic (Read & Write)**