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**ABDULLA JALEEL**

Operations Assistant , Courier Operations, Emirates Post Group

 Sharjah, UAE

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Professional Summary

Reliable Customer Service Executive with extensive knowledge of courier industry procedures. Adept at customer service relations especially in fast-paced environments where efficient operations are essential to an organizational reputation.

Core Qualifications

¥ An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.
¥ Strategic-relationship and partnership-building skills -- listen attentively, solve problems creatively and use tact and diplomacy to achieve win-win outcomes.
¥ Proficient in use of common industry computer programs and related software
¥ Excellent people skills including sound verbal and written communications
¥ Flexibility in work hours and routinely willing to work overtime when necessary
¥ Good problem solving skills especially in high-pressure situations

Professional Experience

* **Customer Service Executive 24/09/2017 – Present**

 **Emirates Post Group Sharjah, AE**

¥ Provides information to customers by verifying understanding of request, answering questions, offering assistance.
¥ Collects revenue by receiving and recording payments.
¥ Coordinate with dispatch department and ensured completion of pick – ups.
¥ Manage various inbound and outbound calls, scans and ensure efficient entry into the system.

¥ Lift, maneuver and sort packages to ensure organizational compliance.

¥ Ensure all daily reports and cash is processed to close the day.

¥ Maintain logs and spreadsheets for all office activities.

¥ Knowledge of world Geography and Destinations.

¥ Provide all customers with superior service regarding their inquiry and complaint.

¥ Updates job knowledge by participating in educational opportunities.

¥ Manage incoming and outgoing letters and packages.

¥ Ensured all shipments are manifested by the end of each shift and ensured all documents and invoices pertaining to WPX are imaged.

¥ Update internal operation procedures document as needed.

* **Accounts Executive 18/07/2016 – 24/08/2017**

**Ras Al Madinah Ready Made Garments Trading Umm Al Quwain, AE**

¥ Provide customer with quotation.

¥ Identify new market and business trends.

¥ Record sales and send copies to the sales office.

¥ Gather market and customer information and provide feedback on buying trends.

¥ Negotiate the terms of an agreement and close sales.

* **Customer Care Executive 20/01/2015 – 20/12/2015**

**Rolex Travel and Tours Kerala, India**

¥ Made reservations and helped passengers find deals.
¥ Coordinated flight schedules with passenger requests.
¥ Dealt with any customer service issues as necessary.
¥ Track information on flight bookings and cancellations.
¥ Handled online reservations and prepared related documentation of bookings.

Education

* **Diploma in Travel and Tourism IATA /UFATA.** **2014**

Akbar Academy of Airline Studies. Kerala, India

* **Bachelor of Business Administration – Human Resource 2012**

Kannur University. Kerala, India

* **Diploma in Airline Customer Service and Airport Ground Handling. 2009**

Airline Training Academy, IATA Kerala, India

Computer proficiency

MS word, Excel, Power point and Outlook.

Personal information

Date of birth : 10/02/1989

Nationality : Indian

 Visa status : Employment Visa

 Visa expiry : 01/10/2020

Driving License : 667458

 Languages Known : English, Arabic, Hindi, Tamil and Malayalam.