

AFEefa V K MUSTAFA

Admin and Sales professional with 5+ years of experience in Customer Service, Tele Sales, Sales Coordinator and Recruitment seeking a position as Customer Service Executive/Business Development Executive/HR Admin Officer/Executive Assistant/Student Counsellor preferably in Education/ Aviation/ Engineering/ Banking/ Hospitality/ Telecommunication/IT sectors.

EXPERIENCE

DU TELECOM| DUBAI| UAE TELESALES

July' 19 – Present

- Contact potential customers to inform them about a products and services
- Enter and update customer information in the **database**
- Keep **records** of calls and sales and note useful information
- Keeping up to date on all Offers and informing customers of new offers
- **Respond to complaints** from customers and give after-sales support when requested
- **Follow up** to ensure that appropriate actions were taken on customers' requests.
- Refer unresolved customer grievances or special requests to designated departments for further investigation.
- Completing all administrative duties related to the **customer service department**.
- Maintain the **office filing system**.
- **Generate accurate quotations** to clients and customers.
- Receive and convert incoming enquiries to achieve targets and maximize revenue.

AIMS TRAINING CENTRE | ABUDHABI| UAE SALES/TRAINING COORDINATOR

Sept' 18 – Mar' 19

- Coordinate sales team by **managing schedules, filing important documents and communicating relevant information**
- Monitor the team's progress, identify shortcomings and propose improvements
- Assist in the **preparation and organizing** of promotional material or events
- Organizing and facilitating a variety of educational or social activities
- **Research** and recommend new training methods
- **Design and develop** training programs

ETUWA CONCEPTS | KERALA| INDIA RECRUITER

Jan' 15 – Jan' 17

- Prepare recruitment materials and **post jobs to appropriate job board/newspapers**.
- **Source and recruit** candidates by using databases, social media etc.
- Screen candidates resumes and job applications
- **Conduct interviews** using various reliable recruiting and selection tools/methods to filter candidates within schedule
- Assess applicants' relevant knowledge, skills, soft skills, experience and aptitudes
- **On-board new employees** in order to become fully integrated

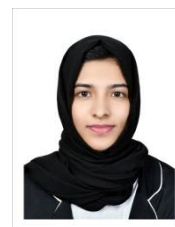
SPECTRUM TECH| KERALA| INDIA PHP TRAINEE AND JUNIOR DEVELOPER

Jan'14 – Jan' 15


- Assisting the Development Manager with all aspects of software **design and coding**.
- **Writing and maintaining code**.
- Working on **minor bug fixes**.
- Monitoring the technical performance of internal systems.
- Responding to requests from the development team.
- Gathering information from consumers about program functionality.
- Writing reports.

REFERENCES

Available on request



 **Dubai, UAE**

 +971566733684

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EXPERTISE IN CUSTOMER SERVICE

DOCUMENTATION

TELESALES & MARKETING

CLIENT RELATIONS MANAGEMENT

COMPLAINT RESOLUTION

INBOUND AND OUTBOUND CALLS

NEGOTIATION & SALES

INVOICING/BOOK KEEPING

COUNSELING & TRAINING

TALENT ACQUISITION/PAY ROLL

SCREENING & SHORTLISTING

PERSONAL INFO

Nationality : India
Languages : English| Urdu| Malayalam
DOB :10th May 1991
Gender :Female
Marital Status :Single
Visa Status :Employment Visa

EDUCATION

2014 Bachelor of Technology in Electronics and Communication
Cochin University of Science and Technology| Kerala| India

TECHNICAL SKILLS

- MS OFFICE
- PHOTOSHOP
- C, C++
- SHARE POINT

ACHIEVEMENTS

- ❖ **Achieved all sales target** in DU Telecom