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CAREER OBJECTIVE:

To excel in the corporate world through new innovative techniques and to be successful in every job assigned to me, making use of my full potential and to do my best in every activity and opportunity provided to me.

EDUCATIONAL QUALIFICATION:

- **B.Com** (Bachelor of Commerce)
Calicut University/Calicut (Year: 2004)
- **Higher secondary Education**
(Kerala Govt. Examination Board- 2001)
- **Secondary Education**
(Kerala State Govt. Board-1999)

WORK EXPERIENCE:

- **MICCO LOGISTICS LLC, Abu Dhabi, U.A.E |**
Customer Service Representative (May 2021 - Present)

Responsibilities:

- Generate Receiving Tally Sheet (RTS) & pick list and hand over to operations team.
- Revise pick list if any changes in batches or order quantity before executing.
- All special shipping remarks need to be mentioned and attached with pick list as per loading instruction.
- Batch allocation in WMS(INFOR) should be as per loading instruction and verify before execution.
- Experience in handling blue chip clients including Rafed, G42 (Pharma).
- Handled critical Covid-19 Vaccine & Pharmaceutical shipments including Sinopharm, Sinovac, Sputnik and Pfizer.
- Responsible for entire operations and follow the company principles.
- Short allocated, part allocated jobs will be not issued and must be sorted out same time with team leaders and stock controllers.
- Warehouse and offices observation tour reports.
- Part of team for ensuring housekeeping & hygiene activities in and around the Warehouse.
- Issuing delivery notes, gate entry and exit passes and invoices for Trucks outbound plan daily basis.

- **ANWER SHIMLA TOURS LLC, Sharjah, U.A.E |**
Admin - Travel Consultant and Account assistant (March 2012 - June 2020)

Responsibilities:

- PRO work, clearing documents in immigration and concern departments.
- Booking and issuing air tickets, revalidation and re-issue.
- Do Visa typing, Monitor and control visa which going to expire.
- Salary & Wages Preparation & Disbursements.
- Managed Cash Payments, Supplier Payments and Petty cash account.
- Deal with agencies and units on a daily basis, Do pending payment collections.
- Managing Accounts and General Administration and Bank related works.

- **SHAML AL MADINAH SUPERMARKET LLC, Sharjah, U.A.E |**
Store in charge and Accounts (Feb 2007 - March 2012)

Responsibilities:

- Product management, including ordering, receiving, price changes, handling damaged products and returns.
- Organize and prepare staff schedules for the department.
- Ensures that all federal, state, and company regulations and standards for product freshness, food safety, refrigeration, and sanitation are met.
- Assist customers with special requests for new products.
- Ensure the availability of stock for sales and demonstrations.
- Successfully managed day-to-day operations to achieve optimum performance and profitability.
- Making Store Inventory (Received, Issue and Stock Balance) reports.
- Maintaining of Store accounts in computerized environment in IPOS based Financial Accounting Software.
- Display merchandise and suggest selection to customer by product quality.
- Doing reconciliation of supplier's accounts & stores periodically.
- Provided a high customer satisfaction, ensuring that both internal and external customers received a quick response to their enquiries.

PRIMARY ASSETS:

- Positive outlook and open minded approach.
- Flexibility, Punctuality, Hardworking and a good time keeper.
- Sincere, loyal and dedicated to job.
- Motivated team player and maintaining good relationship with the people.
- Understands the importance of integrity within the work place.

PERSONAL DETAILS:

Nationality : Indian
Date of birth : 28/09/1983
Marital Status : Married
Languages known : Fluent in English, Hindi, Tamil and Malayalam.

UAE Driving License: Light vehicle, Manual (Place of Issue – Sharjah, U.A.E)