



KASIM NIHAL MAQSOOD

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MY CONTACT INFORMATION:

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CAREER OBJECTIVE:

To seek a suitable position in HR (Human Resource) as a Trainee/Intern or Assistant/Executive where I can effectively utilize my skills, knowledge and experience in its best ethics to the growth of the business organization and myself as well.

EDUCATIONAL QUALIFICATION:

- ✓ 2013-2015: St. Aloysius Pre-University College, Mangalore.
- ✓ 2015-2018: **BA (HRD) (Bachelor of Arts in Human Resource Development)**, SDMCBM (Shri Dharmasthala Manjunatheshwara College of Business Management), Mangalore.
- ✓ Certified Digital Marketer from London International Studies And Research Center, Dubai JLT (2020)

WORK EXPERIENCE:

- ✓ Worked for MTS Sim Company as Sales & Marketing Executive for 1 year 2 months. (India)
- ✓ Worked for BURGER TALK fast food restaurant as Marketing / Customer Service for 1 year. (India)

- ✓ Worked for MABEAAT (Hadaf Al Khaleej Commercial Services LLC) as SALES OFFICER for 2 months. (2019, Dubai)
- ✓ Worked for THUMBAY GROUP under Retail Division as Sales & Marketing Associate in ZO&MO OPTICALS for 1year. (April 2019 - April 2020, Ajman/Dubai)
- ✓ Worked for DX-BUY FZ-LLC as Customer Service & Marketing Executive for 1 month. (July/August 2020 Dubai)

PROJECT REPORT:

Successfully completed during the course of **BA(HRD):**

- ✓ 2017- Customer satisfaction on Samsung mobile phones.
- ✓ 2018- Training and development on SBI life insurance.

OTHER ACCOMPLISHMENTS:

- ✓ Participated in Ramadan Nights Expo (Sharjah) for the purpose of sales and marketing for Thumbay Group. From 23rd may to 8th june.
- ✓ Participated in Gitex (Dubai) for the purpose of sales and marketing of Thumbay Group. From 24th September to 28th September.
- ✓ Organized and participated in various college level fests, Mangalore, 2015-2018.
- ✓ Event head for *Genesis*, a National Level Fest held in SDMCBM, Mangalore, 2017.
- ✓ Participated in a one month course on SAP Business One, Mangalore, 2018.
- ✓ Underwent a 15 day workshop on MS Excel, MICE, Mangalore, 2018.

KEY SKILLS:

- Strong customer service skills .
- Strong customer retention and experience skills.
- Knowledge of Order tracking, dispatch and delivery.
- Knowledge of UAE Labour Laws.
- Strong sales, events, marketing and negotiation skills.
- Strong administration skills.
- Knowledge of Brands and selling Branded sunglasses, Prescription lenses and contact lenses.
- Strong knowledge in tele-calling and excellent telephone operation skills.
- Cash, currency and card handling skills.
- Knowledge of dealing with Medical insurance.
- Strong organizational and communication skills.
- Ability to produce consistently accurate work even whilst under pressure.
- Ability to multitask and manage conflicting demands.
- Ability to work in a team.

IT PROFICIENCY:

- Certified Digital Marketer. knowledge of SEO (On page and Off page) SEM, GOOGLE Analytics, GOOGLE ADS and Social Media Marketing on Facebook and Instagram, LinkedIn, Twitter and Snapchat.
- Well-versed in MS Office (Word, Excel, Powerpoint), Email and Internet applications.
- Knowledge in SAP Business One module.
- Knowledge in POS billing software system.
- Knowledge in ORACLE NETSUITE Application.
- Knowledge in HUBSPOT Application.
- Knowledge in SHOPIFY Application.

PERSONAL INFORMATION:

Nationality : Indian

Date of birth : 22nd February 1997

Languages spoken : Fluent in English, Hindi, Urdu, Tulu, Malayalam, Kannada. Beginner in Arabic.

Hobbies : Following fashion and photography.