



# ABDULLA MUHAMMAD N

## CONTACT

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 abdumhd127@gmail.com

## SKILLS

- Technical analysis
- Servers expertise
- Hardware knowledge
- Customer service
- Team oversight
- Microsoft Office
- Teamwork and collaboration
- Relationship building

## LANGUAGES

Malayalam: Native language

English: C1

Advanced

Arabic: B2

Upper intermediate

Hindi: C1

Advanced

## PROFESSIONAL SUMMARY

Talented and Accomplished professional exploring opportunities to be a valuable member of a team in an organization where I can hone my skills and training experience to develop innovate and contribute my very best in synchronization with the organizational strengths and ethos.

## WORK HISTORY

ACCOUNTANT CUM DATA ENTRY OPERATOR

08/2018 - 10/2020

AL MADINA GROUP OF COMPANIES- KUWAIT

- Process vendors and supplier's invoices and prepare cheques and associated reports, as-required.
- Verifying the transactions on daily basics and maintain journal, ledgers and other supporting records.
- Prepare and review vouchers, quotations, LPO, delivery notes, debit note, credit not, invoices, receipt, payments and any other related documents.
- Planning registers for payments, receipts and maintain liquidity to ensure availability of adequate.
- Reconciled and altered journal entries to match general ledger with Inventory system.
- Manage month-end close activities including the preparation and review Of Adjustments& closing entries.
- Input the daily purchase, returns and information's enter the given Software.

Sales Representative

02/2017 - 06/2018

INDUS LEAGUE CLOTHING Ltd - ERNAKULAM, INDIA

- Identified and qualified customer needs, developed sales strategies and negotiated and closes.
- Working with sales team to develop targeted sales strategies.
- Communicated value and position to sales team and developed tools to support selling process.
- Maintaining and validating visitor's databases, ensuring all marketing collateral is professionally produced and manage visitor promotional marketing campaigns.
- Maintaining client relations.
- Responsibilities also include ensuring customer satisfaction through callbacks, emails, and surveys.
- Assessing the potential consequences of any IT changes Maintain and audit user accounts.
- Used conductive sales approach to understand meet customer need.

## **CALL CENTER AGENT**

November 2021-present

### **Exponential Growth Call Centers Services L.L.C-DUBAI, UAE**

- Use questioning and listening skills that support effective telephone communication.
- Understand the impact of attitude in handling calls professionally effectively deal with job stress, angry callers, and upset customers use the most appropriate way to communicate with different behavior types on the telephone
- Acted professionally and patiently when addressing negative customer feedback.
- Record names, address, and reactions of prospects contacted.
- Answer telephone calls from potential customers who have been solicited through advertisements.
- Answering approximately 200 inbound customer calls per day in a friendly and courteous manner.
- Escalating customer calls to my supervisor, if needed

### **COMPUTER SKILLS**

<b>Operating System</b>	: Microsoft Windows
<b>Word Processors</b>	: Microsoft Word
<b>Spreadsheets</b>	: Microsoft Excel
<b>Graphics</b>	: Microsoft PowerPoint, Photoshop
<b>Communications</b>	: Microsoft Outlook

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## **EDUCATION**

CCNA: NETWORKING AND SECURITY , 03/2017  
NEWORK ACADEMY – ERNAKULAM,KADVANDRA

Bachelor of Science: INFORMATION TECHNOLOGY, 04/2016  
MET ARTS AND SCIENCE COLLEGE – NADAPURAM,UNIVERSITY Of CALICUT