

MUHAMMED ZAHAL ISMAIL

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OBJECTIVE

To work in an organisation that provides equal opportunities for individuals as well as professionally and to be part of a highly dynamic team that supports team work and leadership qualities within organization and deliver timely results without compromising on quality

EXPERIENCE

present -

Nasexpress courier services. DUBAI CASHIER CUM CUSTOMER SERVICE

Responsibilities

1. Handling duties for couriers by location based.
2. Receive and process incoming & outgoing mails.
3. Co-ordinate the interface between ground operational departments in the company.
4. Handling customer care / Receiving call
5. Maintain customer focus at all times and respond to customers enquiries (e-mails, phone and fax) using the best practice guidelines.
6. Organizing complete office activities including petty cash and payments.
7. Sending the delivered and undelivered report to the customer on a daily basis.
8. Manage transactions with customers using cash registers.
9. Issue receipts.
10. Collect payments whether in cash or credit.

2018 - 2019

Plaza international Exports & imports. MUMBAI SALES SUPERVISOR

Responsibilities,

1. Team management
2. Set goals for performance and deadlines in ways that comply with company plans and vision and communicate them to subordinates.
3. Receive complaints and resolve problems.
4. Prepare and submit performance reports.
5. Decide on reward and promotion based on performance
6. Organize work flow and ensure that employees understand their duties or delegated tasks.
7. Decide on reward and promotion based on performance.
8. Ensure adherence to legal and company policies and procedures and undertake disciplinary actions if the need arises.
9. Maintain timekeeping and personal records.
10. Maintain timekeeping and personal records.

Responsibilities

1. Prepare asset, liability and capital account entries by compiling and analyzing account information.
2. Documents financial transactions by entering account information.
3. Recommends financial actions by analyzing accounting options.
4. Prepares payments by verifying documentation and requesting disbursements.
5. Dealing with customers.

EDUCATION

KERALA BOARD
SSLC

KERALA BOARD
HIGHER SECONDARY

G-TEC
ADIFA

calicut University
BBA
pursuing

SKILLS

- TALLY, M.S.WORD, POWERPOINT, EXCEL, COMMUNICATION, TIME MANAGEMENT, TEAM WORK, REPORTING SKILLS, TENACITY, CONFIDENTIALITY

ACHIEVEMENTS & AWARDS

- UAE MANUAL DRIVING LICENSE

LANGUAGE

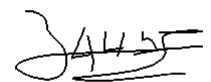
- ENGLISH, HINDI, MALAYALAM, TAMIL, ARABIC

INTERESTS

- FOOTBALL, BADMINTON, SWIMMING

DECLARATION

- I hereby declare that all the above informations provided here is correct to the best of my knowledge and belief and promise to abide by all the norms laid down by your esteemed organisation.



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