



SHABEER S

CAREER OBJECTIVES

To work in an organization where I use my skills and knowledge to deliver value added results as well as further enhance my learning and develop my career

CONTACT

UAE: - +971 564019970

India: - +91 8089450861 

Email id: -

shabeersalim27@gmail.com

PERSONAL INFORMATION

Nationality: - Indian

Date of Birth: 26/10/1991

Gender: - Male

Age: - 30

Passport No: - M8076947

Currently in UAE

Visa Status: - Visiting Visa

WORK EXPERIENCE – 7 YEARS

- **Customer Relations Manager**
CBC Honda (Honda Motorcycles and Scooters India Ltd.)
September 2016 – April 2022
- **Business Development Executive**
Axis Bank
February 2016 – August 2016
- **Service Advisor**
CBC Honda (Honda Motorcycles and Scooters India Ltd.)
June 2014 – April 2015

EDUCATION

BE Mechanical Engineering

2010 - 2014

Noorul Islam College of Engineering
Noorul Islam University, India.

Higher Secondary Education (CBSE)

2009 - 2010

Sree Narayana Public School, India

SKILLS

- Proficient in Microsoft office suite- Word, Excel, PowerPoint etc
- Well versed in CRM tools
- Expert in Honda Hi-rise management software
- Excellent Customer Service Skills
- Strong verbal and written communication
- Strong technical aptitude
- Team player
- Business Analyst
- Auto CAD

OTHER CERTIFICATE ACQUIRED

- ‘Hirise Expert’ Certificate from Hirise management software
- ‘C++’ Certificate from G Tech
- ‘Business Analysis’ Certificate from Skill Nation

ROLES AND RESPONSIBILITY OF WORK

- Customer Handling
- Monitoring / supervision of executives
- Daily report analysis
- Monthly report analysis and improvisation
- Keeping the team motivated to keep the sale/service volume on a steady increase
- HMSI and internal complaints monitoring
- **HIRISE Expert**
- Evaluation of HIRISE Usage in all networks
- Warranty handling
- Monitoring and evaluation of Value-added services (AMC, Extended Warranty)
- Overall supervision for smooth and hurdle less functioning of the offices under my jurisdiction

LINGUISTIC PROFICIENCY

Language	Read	Write	Speak
English	Yes	Yes	Yes
Hindi	Yes	Yes	Yes
Malayalam	Yes	Yes	Yes
Arabic	Yes	Yes	No

REFERENCES

Mr Bijili TP
General Manager
CBC Honda
Ph:-8129460555

Mr Avinash B
Service Manager, Big Wing
CBC Honda
Ph:-8129420555

DECLARATION

I hereby declare that the above-mentioned details are true to the best of my knowledge.