



SHAMEER VAHAB

Customer Service &
Logistic Operation

Contact

Address

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Skills

Stocking and replenishing



File and database
management



Mail processing



Administrative support



Customer satisfaction



Aiming to achieve a challenging position where I will have the opportunity to make a significant contribution to the organization, using my technical and logical ability. Skill & Strength Highly motivated, energetic and optimistic towards achieving goals and career Hard working, efficient & effective at work Punctual, loyal & disciplined Excellent in customer service Appreciate responsibility & activities Able to work under pressure deadlines with ease and efficiency good communication skill Basic skill (Team Building, Problem Solving, Basic Counselling, negotiations, Communication).

Work History

2016-03 –
2022-09

Customer Service & Logistic Operation

Emirates Post Group, Abu Dhabi

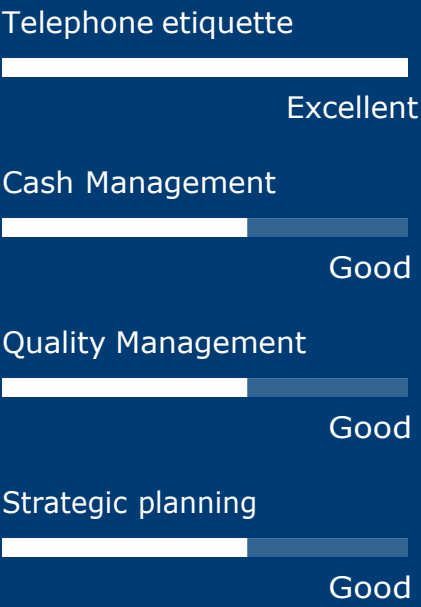
- I obtained the knowledge about Logistics & Supply Chain
- Best Experience in Dispatching & Receiving goods in Warehouse Operation.
- I am expert in Inventory & Procurement
- Experienced in Customer Service, Complaint Handling & Data Base Handling
- Developed logistical checklists to guide activities support
- Supervised logistics functions and operations
- Provided procurement of goods, provision of transportation services, tracking of movement and change to support safe and secure operations

2016-02 -
2013-04

Customer Service Representative

Central Bank Of UAE, Abu Dhabi, UAE

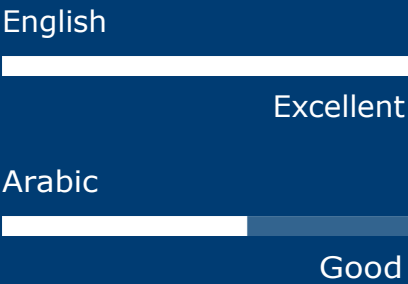
- Working as a Mail room representative (Receiving Mails & distributing)
- Tender Receiving & forwarding to the concerned department
- Offered advice and assistance to customers, paying attention to special needs or wants
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns
- Provided primary customer support to internal and external customers



Languages



Typing Language



Personal Info:

Passport No : V8341867
Date of Expiry: 17/11/2031
Visa Status : Residence
Visa Expiry : 24/02/2024

2013-02 -
2010-05

Customer Service Representative & Back Office

Abu Dhabi Immigration, Abu Dhabi

- Enquire Customer problem & solve the issue about the visa stamping
- Dispatching & receiving the passport from postal department
- Email Handling & Problem solving
- Clarified customer issues and determined root cause of problems to resolve product or service complaints

2010-03 -
2008-01

Cashier/Customer Service

Syrian Embassy, Abu Dhabi

- Selling the Coupon & collecting cash
- Make Computerized Ledger and submit to the bank
- Collecting Passport & Customer Problem solving
- Stocked, tagged and displayed merchandise as required
- Tallied cash drawer at beginning and end of each work shift

Education

B-COM: Commerce

University of Kerala - Kerala

Motor Mechanic Degree

Board of Technical Examination Government of Kerala

Higher Secondary

State board of Kerala

S.S.L.C

State Board of Kerala

Computer Skill

Expert in Microsoft office
Computer Hardware & Networking