

JAVAHIRUL MUHSIN M.

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Contact Address:
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Fujairah
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Visa Status:
Transferable
Employment Visa

Passport Number:
U 3048412
(28/08/2020 to 27/08/2030)

Nationality:
Indian

Date of Birth:
16 December 1987

Areas of Expertise

Skills in accounting software like Tally, advanced skills in SAP, MS Excel, Word, Power Point and MS Access.

Skilled communicator, Extensive analytical skills in various domains.

Energetic starter with the capability to deliver work with minimum supervision.

Career Objective

In search of a challenging position with a dynamic organization where I can utilize my best efforts, skills and experience to achieve the goals of the organization and there by enhance my career objective.

Academic Qualifications

- **Master of Commerce (M.com)**
Madras university, Chennai- India **2009-2011**
Electives: Financial Accounting, Cost Accounting, Marketing Management, Human Resource management and Quantitative Technique
- **Bachelor of Business Administration (BBA)**
Calicut University, Kerala-India **2006-2009**

Professional Experience

☞ **GROCERY STORE MANAGER (WADI AL NOOR GROCERY) – FUJAIRAH – UAE** **MARCH 2021 - PRESENT**

- Oversee day-to-day operations.
- Maintain budgets and optimize expenses.
- Set policies and processes.
- Ensure employees work productively and develop professionally.
- Identify current and future trends that appeal to consumers.
- Improve profit and attain sales target of the grocery.
- Deal with all complaints, queries, and other related customer service issues.

☞ **SENIOR SALES SUPERVISOR (RAK NATIONAL MARKET) – RAS AL KHAIMAH –UAE** **JUNE 2014 – FEBRUARY 2020 (5 YEARS AND SEVEN MONTHS)**

- Identify current and future trends that appeal to consumers.
- Help the branch manager in preparing new purchase orders.
- Purchase order processing.
- Cash counter closing.
- Supervise staff discipline and neatness.
- Resolving customer complaints.
- Maintain inventory and ensure items are in stock
- Make sure that health and safety measures are met
- Prevent theft
- Return non-moving products to company.
- Evaluate on-the-job performance.
- Formulate pricing policies.
- Ensure price is correct.
- Manage Different departments within the market.
- Handle customer questions, complaints, and issues.
- Organize and distribute staff schedules.
- Avoid out of stock condition at any cost.

Aptitude for analysis and problem-solving skills.

Ability to prioritize and handle multiple tasks and projects concurrently.

Coordinate and cooperate with team to do work on time.

Ability to communicate effectively and help others.

Planning and Implementation skills.

Communication, organizational, interpersonal, networking, relationship building skills.

Marital Status:
married

Religion:
Muslim

Languages Known:
English, Hindi, Arabic and Malayalam

Hobbies:
Chess and Cricket

Previous Address
JAVAHIRUL MUHSIN M
Mannath House
Thozhuvanur Post
Valanchery via
Malappuram Dist
Kerala State
India
Pin: 676552

☞ **TEAM LEADER (HIGHSUN Electrical & Engineering Company)**
(Valanchery - Malappuram- Kerala- India) - May 2012 – October 2013

- Manage team performance & progress
- Coordinate attend and lead team meetings
- Advise and instruction to team members
- Problem solving
- To meet it required level of service or production.
- Customer handling.
- To evaluate working site.

☞ **CUSTOMER SERVICE EXECUTIVES (CSE)**
TATA CONSULTANCY SERVICE (TCS), (CMC Ltd) (Passport Seva Project)
Malappuram-Kerala-India (November 2011 – May 2012)

- Customer Handling.
- Manage the customers.
- Floor coordination.
- Schedules appointments according to established procedures.
- Passport Processing.
- Checking and verifying all documents.
- Cash collection.
- Documents are sent to government officers.

Computer Proficiency

- **Operating Systems:** MS-DOS, WINDOWS (9x/2000/XP, Vista, 7)
- Proficient in MS-Word, Excel, Power Point, and Project etc.
- Fairly good knowledge in Tally and Tax soft
 - **Summer projects:** Edarikkode Textiles KSTC Ltd. A study on “Employees grievances”.

Seminar Attended

- Attended the seminar conducted by the Kerala State Human Rights Commission on **“Minority Rights and Human Rights”**.
- Attended the seminar sponsored by University Grants Commission **on “Marketing in a Hat World: Challenges and Opportunities ”**.

Achievements

- Represented AWH College in Business Quiz at SCMS Management Fest
- Elected as the General Captain at the college election in 2008

References

- Whichever additional documents or certificates shall be produced if required.