

NASIF MOHAMMED RAFI

AL-QUSAIS, Dubai – U.A.E

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 Nasif Mohammed  nasifrafe



To establish a career that will allow me to effectively contribute to the company's success while gaining continued personal and professional growth.

Technical Skills:

- Competent Oral and Written Communication Skills in English Hindi & Malayalam.
- Proficient in Microsoft Office Application namely MS Word, MS Excel, MS PowerPoint, MS Outlook and knowledge with computer applications.
- Excellent organizational skills to function effectively under time constraints, to work effectively within established deadlines.
- Ability to maintain a professional neat and well-groomed appearance adhering to all standards.
- Has a solid experience in developing, implementing and evaluating corporate service standards
- Has the ability to multi-task, remain calm and professional under stress and time pressure.

Work Experience



المؤسسة الوطنية للتجارة والإنماء
National Trading & Developing Est.

NATIONAL TRADING AND DEVELOPING ENTERPRISES L.L.C.

NTDE HEAD OFFICE, DUBAI – STREET 9 UMM RAMOOL DUBAI, UNITED ARAB EMIRATES
CONTACT NO.: 00971 4 285 2222 FAX NO.: 00971 4 2222900

Customer Service Representative/Corporate Receptionist/Administration & HR Assistant



NTDE is a key distributor, logistics partner, retailer and manufacturer in the Middle East we are ideally placed to offer unrivalled service and quality to international brands in the Middle East.

Key Responsibilities:

- Handles all client and potential customer calls with a positive and service- oriented attitude.
- Resolves all issues or requests thoroughly through appropriate referral information or transfer to the concern division or Department Coordinators.
- Handles import and Export shipments (DOCUMENT AND NON DOCUMENT)
- Gives accurate and appropriate information to all callers according & Company's Policies and Procedures.
- Interacts with internal customers in a positive and service oriented manner.
- Observes Client confidentiality at all times.
- Accepts packages and other front door deliveries and forward to appropriate recipient.
- Greets customers, Job applicants and other visitors and coordinates with the proper divisions or concern managers
- Employee Passports management
- Sorting incoming Faxes & Mails and forward to appropriate divisions
- Creating employee file name and labels.
- Handling & assisting of shipping related documents.
- Time Management: Maintaining daily absentees reports, updating Overtime, Day closing, maintaining swipe reports & time management report, creating new employees, Fingerprint scanning, issuing magnetic card.

Achievements:

- Actively participated in various arts & science competitions
 - Participated in School level competitions
 - Won prizes in annual sports meet
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Academic Qualifications:

HIGH SCHOOL

Board of Public Examination
Kerala, India, March 2011

INTERMEDIATE

Board of Higher Secondary Examination
Kerala, India, April 2013

DIPLOMA

Diploma in Airport Operations,
University of Kerala,
India, March 2016

Personal Information:

Date of Birth: October 31, 1994

UAE Driving license details: License no:3935906

Marital Status: Married

Religion: Islam, Muslim

Nationality: Indian

Gender: Male

Languages Known: English, Malayalam, Hindi, Tamil

Interest & Hobbies: Sports, Music, Jogging, Travelling, Driving

Passport no & Expiry Date: M5155036 , Jan 5 2025

Visa Status: Residence Visa | Currently under employed by National Trading & Developing Ent.

Nasif Mohammed Rafi

Declaration: I hereby declare that all information above is true to the best of my knowledge.