

# SHUHAIB U

TELLER, CUSTOMER SERVICE EXECUTIVE & PURCHASING ASSISTANT

Highly Energetic and Self-Driven with 8 years of experience as a customer and sales executive professional. Hardworking and highly responsible and willing to work under pressure. Active teamwork, adaptable, Quick learner, and creatively inclined. Excellent Leadership quality and Problem-Solving skills.

## KEY SKILLS

Team Work

Work Ethic

Administrative skills

Customer Service

Interpersonal skills

Time Management

Strategic Planning and Analysis

Detail Oriented

Punctual

Quick Learner

Problem solving

Analytic Skills

## EMPLOYMENT CHRONICLE

**TELLER AND CUSTOMER SERVICE EXECUTIVE | 2018 – 2023**  
SRIRAM FINANCE KERALA, INDIA

**CASHIER AND CUSTOMER SERVICE STAFF | 2016 – 2018**  
LULU HYPERMARKET OMAN

**REMMITENCE TELLER & MARKETING | 2015 – 2016**  
AHALIA MONEY EXCHANGE & FINANCE TIRUR, KERALA, INDIA

### Key Responsibilities

- Execute customer transactions regarding cash, money orders, and money exchange.
- Build and maintain profitable relationships with key customers.
- Resolving customer complaints quickly and efficiently.
- Monitor accounts to identify outstanding debts.
- Investigate historical data for each debt or bill.
- Find and contact clients to ask about their overdue payments.
- Report on collection activity and accounts receivable status.
- Update account status records and collection efforts.
- Conceive and develop efficient and intuitive marketing strategies.
- Initiate and control surveys to assess customer requirements and dedication.
- Transcribes and types correspondence, memos, and bulletins, maintains files, organizes office, orders supply, and processes requisitions.
- Sorts and distributes mail.
- Maintains department personnel information as needed.
- Provides coordination for all department offices.
- Maintains data and produces department reports.
- Other duties as assigned.

## CONTACT

+971 504464816

shuhaiburothiyil@gmail.com

Abu Dhabi, U.A.E

## ACADEMIC CREDENTIALS

### B.Com. WITH CO-OPERATION

- Annamalai University, Kerala, India

## COMPUTER PROFICIENCY

MS Office [Excel] ★★★★★

Basic Operation ★★★★★

Internet & E-Mail ★★★★★

## PERSONAL STRENGTHS

- **COMMUNICATION** - Interpersonal skills – verbal, problem solving and listening skills in any administrative role.
- **SERVICE** - Having a client focused approach Skills include Patience, Attentiveness and a positive language.
- **ORGANIZATION** - Helping others, organizing a to-do list. Prioritizing tasks by the deadline for improving time - management.
- **MANAGEMENT**- Management skills to direct others and review others performance.

## LANGUAGES KNOWN

English  90 %  
Malayalam  100 %  
Hindi  90 %

## INTERESTS

 Songs  Travelling  Reading

## REFERENCE

- Available upon request

## AREA OF INTEREST

- Money Exchange
- Sales
- Customer Service Executive
- Marketing
- Remittance Teller
- Purchasing Assistant

## PERSONAL DOSSIER

Gender : Male  
Date of Birth : 05-07-1993  
Nationality : Indian  
Marital Status : Married

## PASSPORT DETAILS

Passport Number : M7298017  
Date of Expiry : 18-03-2025  
Visa Status : Visit Visa

## DECLARATION

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars.

**SHUHAIB U**