



MUHAMMED LUTHFI KAYAKKAL



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AJMAN, UNITED ARAB
EMIRATES



INDIA



INDIA , UAE

EDUCATION

Diploma of Higher Education,
Karate

Japan Shito Ryu Karate ,
KUNNAMANGALAM, INDIA
March 2011

SSLC

**Markaz Higher Secondary
School,** KUNNAMANGALAM,
INDIA
March 2015

Higher Secondary, Commerce
**Markaz Higher Secondary
School,** Calicut
March 2017

Bachelor Of Economics
Mes arts and science college ,
January 2017 - January 2020

- course completed

PROFESSIONAL SUMMARY

Motivated sales manager with four years of experience seeking to leverage the knowledge of products and customer service skills to exceed goals and increase revenue. Polite and professional person with strong communication and multitasking skills. Experienced in resolving customer complaints within company guidelines and using own initiative. Implements customer follow-up to uphold service standards and guarantee customer satisfaction.

WORK HISTORY

September 2022 - Current

Emirates India International Exchange - Customer Service Representative, Abu Dhabi, United Arab Emirates

- Handled customer complaints, providing appropriate solutions to guarantee positive outcomes.
- Assisted customers with varying questions using product knowledge and service expertise.
- Answered customer telephone calls promptly and improved on-hold wait times.
- Resolved customer issues effectively, using strong interpersonal skills and conflict resolution techniques.
- Handled phone, email and social media enquiries with consistent customer service across multiple channels.
- Consistently achieved service rating targets, managing customer enquiries with personalised care and attention.
- Remit, Western Union, Transfast, Instant cash etc.)
- Was aware about CDD and EDD if there is more money than a threshold
- Handling counter customer, remittances sending and receiving from different parts of the world
- Cash depositing at the bank if there is more fund stored in bank
- At the end of the day tallying the cash and submitting the final cash report in total

Assistant Branch Incharge

- Successfully managed the branch for two months in the absence of the manager, handling margin settings and staff management responsibilities.

June 2020 - May 2022

BISMI SUPER MARKET - Store Manager, Calicut, India

LANGUAGES

Malayalam	Native
English	B2
Upper intermediate	
Hindi	B2
Upper intermediate	
Arabic	A2
Elementary	
Punjabi	A2
Elementary	
Tamil	C1
Advanced	

- Completed opening and closing procedures each day.
- Stocked and restocked inventory upon delivery receipt, maintaining accurate supply records.
- Set SMART goals for store team, developing staff abilities and increasing sales performance.
- Assisted in recruiting, hiring and onboarding store staff.
- Kept awareness of competitor activity and developed ideas to promote store.

February 2018 - March 2020

Zuri Women's Boutique - Sales Manager, Calicut, INDIA

- Meeting planned sales goals
- Present sales, revenue and expenses reports and realistic forecasts to the management team
- Build and promote strong, long-lasting customer relationships by partnering with them and understanding their needs
- Exceeded sales goals and improved profitability by developing sales strategies and business plans according to market trends.

SKILLS

- MS Office
- Tally Prime
- Strong Interpersonal
- Good Communication
- Strong Business Sense
- Professional Working Proficiency
- Sales negotiating
- Customer loyalty building
- Salesforce
- Cash handling
- Top sales performer
- Stock management
- Problem solver
- Exceptional communication
- Microsoft Office

DECLARATION

I hereby certify that the above mentioned information is true& correct according to the best of my knowledge & experience