



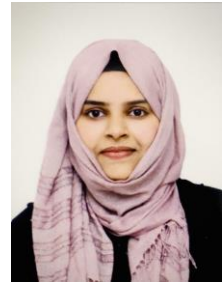
SHAMMA ASHRAF SEEVAYI

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Summary

Experienced in Customer Service and administrative duties with a demonstrated history of working in Logistics, and educational institutions. Skilled in Customer Service Duties, Self-confidence, and Teamwork. Strong Logistics and Customer service professional graduated from Kannur University.

Experience

Administrative Assistant

HST LOGISTICS LLC

Apr 2022 - Feb 2023 (11 months)

- *Handling a high volume of customer enquiries whilst providing high quality service to each caller.
- *Tracking sales orders to ensure that they are scheduled and sent out on time.
- *Responding to sales queries via phone, Email and in Chats.
- *Supporting the field sales team.
- *Liaise with executive and senior administrative assistants to handle requests and queries from senior managers.
- *Resolving sales related issues with customers.
- *Accurately analyzing and assessing statistical data.
- *Managing all sales related activity of the company.

Trainee Accountant

G-Tec Computer Education

Mar 2021 - Nov 2021 (9 months)

- *Processing Employee Expenses
- *Data Gathering.
- *Receiving and storing invoices.
- *Preparing Accounts and Tax Returns.
- *Recording and categorizing Expenses.
- *Receiving purchase order.
- *Scanning, emailing files whenever required.

Education

Kannur University

Bachelor of Commerce - BCom, Business/Commerce, General

2017 - 2020

Licenses & Certifications

 **Indian and Foreign Accounting** - Tally Solutions Pvt Ltd

