MUHAMMED AFWAN K
CUSTOMER SERVICE ASSOCIATE

📞 +971-507750891   ✉ afwan3374@gmail.com   📍 Dubai, Al Karama
VISA STATUS: VISITING VISA

EDUCATION

- **Graduate in BA ENGLISH**
  Calicut University
  (2022)

CERTIFICATES

- **Big Data Analytics**
  NACTET
  (2023)
- **MS Office with internet**
  (INFO-TECH)
  (2013)

SKILLS

- Management
- Adaptability and flexibility
- Critical Thinking
- Communication Skills
- Task Priortization
- Time Managment

LANGUAGE

- English
- HINDI
- MALAYALAM (NATIVE)

PERSONAL PROFILE

- DOB: 25/08/2001
- Gender: Male
- Nationality: Indian
- Religion :Islam,Muslim
- Marital Status : Single
- Passport Number : T9996050
  Date of Expiry : 21/11/2029

PROFILE

Proactive and organized professional with a strong background in customer service and administrative support. Skilled in office management, task prioritization, and issue resolution. Known for effectively handling responsibilities under pressure and fostering positive client relationships. Seeking an opportunity to contribute my skills to a forward-thinking organization.

WORK EXPERIENCE:

Service Operations Associate
Zentrona Technologies PVT LTD, Calicut, Kerala, India   **SEP 2023–SEP 2024**

- Provided online services, including GST filing and documentation support, to customers and venture partners, ensuring compliance and fostering strong business relationships
- Reviewed records for accuracy and updated databases as necessary
- Oversaw filing systems, organized documentation, and processed paperwork and accounts-related invoices systematically within the Zencare software.

Customer Service Associate
Miniklub PVT LTD, Lulu Mall, Kochi, Kerala, India   **JAN 2023–SEP 2023**

- Assisted customers with resolving emergency issues
- Ensured customer problems were handled efficiently
- Utilized Logic software to streamline accounting processes and manage company Standard Operating Procedures (SOP), ensuring efficient operations and enhancing customer service delivery.

KEY SKILLS:

Administrative Tools
- **Microsoft Word, Microsoft Excel, PowerPoint**

Technical Skills
- **Python, Power BI, Apache Spark, Hadoop, statistical analysis**

Office Management
- **Schedule management, meeting coordination, filing systems**

Customer Service
- **Issue resolution, customer relationship management**

Data Management
- **Data entry, database management, accuracy checks**

Al Karama, UAE   **MUHAMMED AFWAN K**
10-10-2024