



MUHAMMED SHAMSEER

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LANGUAGES KNOWN

- English
- Hindi
- Tamil
- Malayalam

UAE DRIVING LICENSE

- License Number: 2163373
- Permitted vehicles :
Light vehicle & Heavy machinery
- Issue date : 14/04/2014
- Expiry date. : 13/04/2024

OTHER SKILL

- MS Excel, MS word
- Boat driving
- Dry Dock experience
- AED First Aid And Fire warden Certificate
- High communication & organizational skills
- Good managerial and leadership skills
- Ability to adjust any hard situation
- Creative & eager to learn
- Capable of working under pressure



ABOUT ME

To be creative, making difference in whatever work setting I encounter, to reach the highest productivity, profession in a simple, slandered & strong manner. Also to have fun and work within a team.



WORK EXPERIENCE

- **Company: Yas Marina LLC Yacht Club, Yas Island, Abu Dhabi**
Job title : Customer Service Executive

From July- 2017 to Present

- Assisting guest with their boat queries.
- Relationship building of existing customers
- Handling customer issues and complaints in an efficient and friendly manner
- Coordination between maintenance team if any problem in the boat.
- Assisting guest in berthing.
- Handling boat services

- **Company: Western International Group (GEEPAS)**
Abu Dhabi & KSA

Job title : Sales Representative

From January 2016 to June 2017

- Motivating the sales team to achieve the target by giving leads opening new markets
- Relationship building of existing customers
- Handling customer issues and complaints in an efficient and friendly manner
- Assisted customers with product selection and queries
- Inspected merchandise for quality and quantity
- Ensuring that all products or merchandise are placed in their respective areas
- Ensuring all stocks is replenished
- Followed up with customers to ensure continued satisfaction
- Ensured company goals were met while maintaining highest levels of customer service and satisfaction survey program

- **Company : National Catering Company-Abu Dhabi**
Job title : Assistant Administrative Clerk
From October- 2013 up to October 2015

- Checking the daily mails and doing the needful
- Preparing meeting schedule
- Working on company own tracking and systems
- Filling the documents
- Quotations monitoring – to update everyday
- Pending inquiries
- Answering calls, taking messages and handling correspondence
- Maintain schedules and calendars
- Arrange and confirm appointments
- Take, type and distribute minutes of meetings



EDUCATION

Degree : B.A, English, Kalinga university, raipur, India

Senior Secondary : HSE Board Kerala

Secondary : Board of Public Examinations Kerala