

CARRICULUM VITAE

SHEHEER CHERUMIYATH SULAIMAN

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OBJECTIVES

Attaining the level of a true professional by channelling my competency and expertise into areas the company I represent stands for. Good problem solvers with strong analytical minds and a desire to answer big questions.

PERSONAL PROFILE

Gender	: Male
Nationality	: India
Marital Status	: Married
Date of Birth	: 22/03/1985
Languages Known	: Arabic, English, Malayalam & Hindi
Visa Status	: Employment Visa (Transfer available)
Passport No	: M0132035

EDUCATION

- **Higher Secondary School**

WORK EXPERIENCE

U A E Experience:

Currently working in ME services (UNDER MINISTRY OF INTERIOR GOVT. OF ABU DHABI – U.A.E) as Admin cum Call Center Agent Since 2018 August.

- Assist customers in a timely manner to avoid long waiting times
- Handle customer interactions, giving detailed, personalized, friendly & polite service to ensure customer retention
- Dealing with customer complaints or enquiries.
- Follow up customer calls where necessary
- Process all shipments received each day and prioritize urgent orders. Reconciliation of receiving and returns.
- Produce daily call reports for management.
- Ensure that all assigned drivers work to destination driving time directives.

Worked in ME services LLC as a Driver cum PRO from June 2017 Until July 2018

Delivery Experience:

- Handling collection and delivery of Immigration project for various Immigration destination in UAE.
- Delivering Dubai based Ministry of Community Development project shipments to assigned location by schedule.
- Delivering Fazaa (Social Security Fund) shipments to assigned location by schedule.
- Delivering Musanada project shipments to assigned location by schedule.
- Collection and Delivery of Emirates Board shipments.

Worked in ME services (UNDER MINISTRY OF INTERIOR GOVT. OF ABU DHABI – U.A.E) as a labourer supervisor for 2 years from June 2015 till June 2017 Abu Dhabi, U.A.E

SKILLS:

- Completes office boys work schedules, assigning and monitoring work.
- Maintains training of office boys, cooks, waiter and other labor to develop personal growth and opportunities.
- Contributes to team effort by accomplishing related task as needed.
- Provides quality service by enforcing quality and customer service standards.
- Provide personal hygiene training to all office boys, cooks and all other labors.
- Provide induction training of health and safety to all employees.
- Visit sites & maintain performance records of office boys daily basis.

- Dealing with site officers (supporting office).
- Answering to any queries regarding office boy, cook etc.
- Bringing complaints and follow up.
- Revaluation for office boy, ordinary labor, cook etc.

- Worked as a Office assistant in Sheikh Ahmed bin Hamad al hamad private office for 9years in Abu Dhabi, U.A.E

SKILLS:

- Keep filing/document management system for electronic and paper documents organized
 - Handling PRO documentation work.
 - Distribute/file all incoming mail.
 - Perform errands that assist daily functions: post office, bank, Staples, Kinkos.
 - General reception duties. Return calls as appropriate, usually per request.
 - Welcoming visitors and handling callers and arranging appointments
 - Receiving mail & filing Documents.
 - Any other assignment depending on the kind of the business.
 - Monitor and order office supplies.

● **Jan 2006 – March 2006, Al Zara Medical Centre, Abu Dhabi, UAE – Office Assistant**

● **June 2005 – Dec 2005, Dana Plaza Hotel Apartments, Sharjah, UAE**

Front Office Assistant

- Receiving of guest
- Answering of phone calls and enquires
- Travel arrangement for senior management
- To perform courier and dispatch services

● **May 2004 – May 2005, Al Wahdha Vegetable Shop, Abu Dhabi, UAE – Sales Management.**

Computer Knowledge

- Microsoft Word, Excel, Power Point and Access

DRIVING LICENSE DETAILS:

License No - 2215041

Place of issue – Abu Dhabi

Date of issue – 26/02/2015

Expiry Date – 25/02/2025

License type - Light Vehicle (Manual)

STRENGTH

- ✓ Self-confident, Sincerity, Hard work, Punctuality
- ✓ Well Communication skills
- ✓ Responsibility in duty
- ✓ Honest and dedicated person

DECLARATION

I hereby declare that all the above information is true to the best of my knowledge and belief, I have not withheld any information, which may affect my suitability for employment assure my best and sincere candidature.

Thank You,

Very sincerely,

SHEHEER CHERUMIYATH SULAIMAN