

# MOHAMED ZAMEER

- Sales/ Customer Service / Admin -

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## PROFESSIONAL PROFILE

Passionate and self-driven Customer Service cum Sales Executive with 7+ years of extensive experience in the hospitality industry. Effective leader and communicator with important ability to work under pressure, great analytical skills and excellent management skills. I am highly computer literate, having excellent proficiency in Microsoft Office applications and fluent in language. Being proactive and fast learning are my key strengths.

## WORK EXPERIENCE

### **Sales and Administrative Assistant (February 2023 – Present)** **NIIT Qatar Education and Training Centre, Doha, Qatar**

Duties and Responsibilities:

- Consult the students regarding specific courses and career guidance, and subsequently provide them with the relevant course details.
- Selling IT programs.
- Create calendars and syndication schedules.
- Continuously improve by capturing and analyzing the appropriate social data, insights, and best practices, and then acting on the information.
- Preparing admissions, documents, and forms.
- Handling inquiries via email, phone calls, and social media.
- Preparing and issuing certificates for students.
- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Manage operations to achieve service excellence.

### **Sales and Marketing Executive (Apr 2017 – Nov 2022)** **Pacific City Hotel (Pvt) Limited, Sri Lanka**

Duties and Responsibilities:

- Maintain a high level of exposure for the hotel through direct sales.
- Make reservations, amend and cancel reservations according to guest request.
- Solicit and serve transient and group business and meetings.
- Ensure that selling strategies are adhered to during negotiations and maximize up selling opportunities whenever possible.
- Ensure comprehensive and up to date knowledge of properties' unique selling points, features, amenities, services and policies.

- Provide feedback on changing marketing conditions, including trends in the competition, as a result of direct sales solicitation, telephone and / or direct mail.
- Communicating with customers through various channels.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Providing feedback on the efficiency of the customer service process.
- Manage front office operations.
- Manage guests' concerns and feedback.

**Guest Service cum Sales Coordinator (March 2016 – March 2017)**  
**Pacific City Hotel (Pvt) Limited, Sri Lanka**

**Duties and Responsibilities:**

- Answering questions about event options over the phone or via email.
- Giving potential customers tours of the facilities.
- Presenting information about service options, including renting sound equipment podiums, tables, chairs and linens.
- Event planning assistance.
- Referrals to outside vendors.
- Maintaining compliance with policies and procedures.
- Conducting quality assurance surveys with customers and reporting findings to the staff.
- Handling customer complaints brought to your attention.
- Conducting regular training sessions with the team.
- Motivating the team to perform at their best.

**Administrative Assistant (Feb 2015 – Feb 2016)**  
**Pacific City Hotel (Pvt) Limited, Sri Lanka**

**Duties and Responsibilities:**

- Provides administrative support to ensure efficient operation of office.
- Answers phone calls, schedules meetings and supports visitors.
- Carries out administrative duties such as filing, typing, copying, binding, scanning etc. and Completes operational requirements by scheduling and assigning administrative projects and expediting work results.
- Exhibits polite and professional communication via phone, e-mail, and mail.
- Supports team by performing tasks related to organization and strong communication.
- Ensures operation of equipment by completing preventive maintenance requirements, calling for repairs, maintaining equipment inventories and evaluating new equipment and techniques and Provides information by answering questions and requests.

**Quality Associate (Sept 2014 - Jan 2015)**  
**Innodata Lanka (Pvt) Limited, Sri Lanka**

**Duties and Responsibilities:**

- Develop test plans and scripts based on comprehensive business requirements, functional documentations and processes.
- Interact with stake holders, production teams and specification analysts.
- Monitor and audit the files from the production.

## **ACADEMIC AND PROFESSIONAL QUALIFICATION**

### **IELTS – Overall score 5.5 (2017)**

At British Council, Sri Lanka

### **Diploma in Advanced English Course (2014-2015)**

At Cambridge English and Business Academy.

### **Diploma in Computer System Design (2013-2014)**

At National Institute of Business Management.

### **General Certificate of Education - Advanced Level (Commerce Stream) (2012)**

At Zahira National College, Matale.

### **Certificate Course in Information Technology (2010)**

At Orient Academy – Matale Campus.

### **General Certificate of Education - Ordinary Level (2009)**

At Christ Church College, Matale.

## **SKILLS AND KNOWLEDGE**

- Excellent Inter personal and communication skills
- Ability to work under pressure
- Computer Literacy
- Willing to take Risks and Responsibilities
- Reservations Management
- CRM Systems
- Relationship building
- Account Management
- Critical and Analytical Thinking
- Leadership Skills
- Positive and Creative Mind
- Multi-tasking and Attention to detail
- Time Management
- Problem Solving
- Team-Player
- Passion for Learning
- Competent at Illustration (Adobe Photoshop)
- Experienced in variety of applications including Microsoft Suite

## **LANGUAGE PROFICIENCY**

Fluent in

- English
- Tamil
- Sinhala
- Malayalam

## **DECLARATION**

Dear Sir/ Madam,

All the information given above are true and accurate to the best of my Knowledge. And I do hereby declare that I will always be sincere and loyal to my Job and I assure that I am always at my best.

Thank You.

Yours sincerely,  
MNM Zameer