

MUHAMMED RIYAS PT

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in <https://www.linkedin.com/in/riyas3664>

Education

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| 2020 – 2022 | Master of Business Administration in marketing and finance
<i>University of Calicut</i>
CGPA -2.76/5 |
| 2016 – 2019 | Bachelor of Commerce with Computer Applications
<i>St.Mary's College perinthalmanna</i>
CGPA - 3.47/6 |

Professional Experience

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| 2022 – present
Perinthalmanna | FRONT OFFICE MANAGER
<i>EMERALD GROUP OF RESORTS</i> <ul style="list-style-type: none">• Responsible for supervising and leading a team of employees.• Assigning tasks, providing guidance and support, monitoring performance, and conducting regular evaluations.• Interact with customers, handle complaints or inquiries, and ensure that customer needs are met.• Quickly assess situations, make decisions, and take appropriate actions to resolve problems or mitigate risks.• Job training, conduct performance reviews, identify training needs, and recommend or organize training sessions |
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Skills

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| <ul style="list-style-type: none">• Accounting & Budgeting• Problem solving• Customer service orientation | <ul style="list-style-type: none">• Excellent interpersonal and communication skills• Attention to detail |
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Languages

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| <ul style="list-style-type: none">• English• Arabic | <ul style="list-style-type: none">• Malayalam• Tamil | <ul style="list-style-type: none">• Hindi |
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Interests

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| <ul style="list-style-type: none">• Travelling• Sports | <ul style="list-style-type: none">• Cars | <ul style="list-style-type: none">• Chess |
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Projects

2020 – 2022	Comparative study of customer's perception on Amazon and Flipkart <i>University of Calicut in partial fulfilment of the requirement for the Award of Master of Business Administration</i>
2016 – 2019	Performance of public distribution system with special reference to epos machine <i>University of Calicut in partial fulfilment of the requirement for the Award of degree of Bachelor of commerce with computer application</i>

References

Muhammed Shiyas, *General manager*, Emerald resort perinthalmanna
9747055065

Dr. Sreesha C.H, *Professor & Head*, Department of Commerce and Management Studies
9847042119