

ABOOBACKER FEROZ



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# Administration & Customer Service Professional

PROFILE SUMMARY

Highly efficient Customer service professional with experience in a wide range of administrative functions, staff management, and operational oversight to ensure exemplary customer service.

Direct wide range of office procedures including administration, bookkeeping, customer service, scheduling, event planning, and special projects.

Exceptional interpersonal and leadership skills, with the ability to build positive and productive office teams.

Leverage outstanding organizational and analytical skills to evaluate and revise administrative processes and improve accuracy and efficiency.

Outstanding communication skills to build rapport with clients and employees at lateral and executive levels. Proficient in Microsoft Office (Word, Excel, Access, Outlook, PowerPoint), and Internet research and applications.

# Work experience

## FEB 2013 - 2014 Administrative Officer

### *Ilyas & Mustafa Galadari group of Co.*

Wrote and edited correspondence and maintained detailed records. Coordinated meetings, updated calendars, and orchestrated complex schedules. Competently managed busy 23-line phone system. Trained and mentored new office staff in policies and procedures. Performed word processing, data entry, and spreadsheet work using Microsoft Office applications

**Job Functions:**

Maintain records and file data according to category

Communicate with management, Teaching, and non Teaching staffs to ensure a pleasant work environment

Monitoring institutions vehicle usage

## Feb 2014 - Current Customer Service Representative

### [*Ilyas & Mustafa Galadari group of Co.*](http://www.gmdc.ae/)

Assisting customers (various nationalities) in obtaining UAE drivers license by collecting and processing application forms and relevant documents.

Verifying customer documents as per government regulations and presented the same to Roads and Transport Authority (RTA).

Providing quality customer service by promptly responding to customer queries and ensured high satisfactory level throughout driving license process.

Gained trust to process customer invoices and payments while resolving complaints in a timely manner.

# Education

## 2009 - 2012 Bachelor of Business Management

### *Kannur University*

**BBM SPECIALIZED IN MARKETING**

2007 - 2009 Higher Secondary

*NIMS AL AIN*

**CLASS XII COMMERCE**

LAGUAGES KNOWN

ENGLISH (READ, WRITE & SPEAK), HINDI (READ, WRITE & SPEAK), MALAYALAM (READ, WRITE & SPEAK) ,Arabic (READ & WRITE)

OTHER INFORMATION

**Gender:** Male

**Marital status:** Single

**DOB**: 30th June 1991, India **Visa Status:** Residence Visa **Passport Number:** G6395935

**Driving License:** U.A.E Driving license (Manual)

**Permanent Adress:** Hira, S.S road, Chirakkara, Thalassery, 670104 Kannur, Kerala