



CONTACT

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📍 Dubai, Al Qusais industrial Area 4, United Arab Emirates

SKILLS

- Multidisciplinary teamwork
- Customer and staff support
- Team collaboration
- Customer complaint management
- Effective communication
- Operations control
- Service improvement Analysis
- Time management
- Knowledge about company's products and service

COMPUTER EXPOSURE

- Tally
- Smart
- MS Office
Word | Excel | Power Point

LANGUAGES

- Malayalam (First language)
- English (Proficient)
- Hindi (Proficient)
- Arabic (Elementary)

MOHAMMED NISHAD

CUSTOMER SERVICE EXECUTIVE

PROFILE

Organized and dependable graduate successful at managing multiple priorities with a positive attitude. Managing shipment, receipt and organization of Business supplies.Excellent abilities in controlling and auditing inventory to maintain accuracy and minimize losses. Seek dynamic, challenging role with room for advancement .

WORK EXPERIENCE

- **MAX EXPRESS COURIER SERVICE** 09/21 - 09/24
Customer Service Executive | Dubai,UAE |
 - Closely monitored and oversaw customer service processes, detecting improvements required to enhance customer experience.
 - Expertise in coordinating and managing logistics and supply chain operations.
 - Management and resolving customer complaints
 - Experience in processing and tracking customer orders from initiation to delivery.
- **AQUA HEALTH CARE GROUP** 05/20 - 04/21
Pharmacy Assistant | Ajman,UAE |
 - Monitor stock levels, order supplies, and organize medications on shelves
 - Take prescriptions from clients, ensure the pharmacist has approved them, and enter orders
 - Measure, mix, and package medications, and label medication containers
- **SINDU CARGO SERVICE PVT LTD** 06/18 - 10/18
Warehouse Executive | Bangalore,India |
 - Conducted regular warehouse reviews, ensuring product placements stayed efficient and optimal, making changes where needed.
 - Prepared products for shipment by verifying location, directing movement to staging
 - Used inventory management system to maintain accurate order records

EDUCATION

2018

Calicut University | Kerala

Degree bcom

2019

Sindu institute | Bangalore

Diploma in Logistics

2019

G-Tec Group Of Institution | kerala

G-TEC COMPUTER