



MOHAMMED NISHAD

CUSTOMER SERVICE EXECUTIVE

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)

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