

ANFAL C.B

Logistics Assistant | Customer Service & Administration

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DUBAI, UAE



OBJECTIVE

A highly motivated professional with hands-on experience in customer service, administrative support, and digital marketing. Proven track record of streamlining processes, maintaining organized records, and enhancing operational efficiency. Strong communicator with excellent problem-solving abilities, complemented by a background in digital marketing strategies and full-stack development. Adept at using technology to improve business outcomes and deliver exceptional service, with a commitment to driving success in dynamic environments.

PROFESSIONAL SKILLS

- Customer Service & Communication
- Data Management & Reporting
- Google Analytics & SEO
- Event Coordination
- Organizational Efficiency
- Administrative Support

EXPERIENCE

✓ TELESales CUM SOCIAL MEDIA EXECUTIVE

Jumeira Pest Control Services, Dubai

December 2021 – August 2022

- Conducted outbound sales calls to generate leads and close sales, consistently exceeding targets.
- Built and nurtured strong client relationships, addressing inquiries and offering personalized solutions.
- Managed social media platforms: creating and posting content, engaging with followers, and running promotional campaigns.
- Analyzed performance metrics (engagement, reach, conversions) to improve brand visibility.
- Prepared contracts, quotations, and administrative documents with accuracy.
- Coordinated with clients to finalize agreements, ensuring clear communication and understanding.
- Maintained organized records in CRM and internal systems, supporting day-to-day operations.

LECTURER (ELECTRONICS AND COMMUNICATION)

P.A Polytechnic College, Mangalore

July 2019 – April 2021

- Taught courses on Analog Communication, Digital Communication, and Medical Electronics.
- Developed proposals for the Department of Electronics and Communication Engineering.
- Provided hands-on training for students in communication and computer system

installation.

- Delivered presentations on optical fiber communication.
- Assessed and evaluated students' performance on a monthly basis.

DIGITAL MARKETING SPECIALIST

Fourart Designs, Kasaragod

June 2018 – May 2019

- Developed digital marketing strategies to increase sales and profits.
- Wrote SEO-optimized articles and social media content to drive engagement.
- Managed Google Analytics and Google Ads, generating reports to track performance.
- Implemented strategies for brand awareness, including promotions and contests.

CUSTOMER SERVICE CUM ADMIN ASSISTANT

Sultan Diamonds and Gold, Mangalore

July 2017 – May 2018

- Performed receptionist duties, handled calls, and provided customer service.
- Assisted accountants in preparing financial data and reports.
- Coordinated company events and staff engagement activities.
- Managed internal communication and ensured efficient administrative operations.

EDUCATION

- Bachelor of Engineering – ELECTRONICS & COMMUNICATION (2013 -2017)
BEARYS INSTITUTE OF TECHNOLOGY- VTU

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PROJECTS

- Automatic food dispensing and monitoring system for real time application (This project is published in International Journal of Innovative Research in Electrical, Electronics, Instrumentation and Control Engineering)

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ACHIVEMENTS

- Attended the workshop on field theory and application conducted at BIT, Mangalore.
- Winner in district level children science congress 2009
- Conducted the Seminar on sleep stage classifier.

INTEPERSONAL SKILLS

- Managerial and supervisory Skill
- Customer Service Oriented
- Team Player.
- Communication Skill.
- Creative and self motivated.
- Flexibility in thinking and operating style.

LANGUAGES

- English: C2
- Proficient
- Arabic: B1
- Intermediate
- Hindi: C1
- Advanced
- Malayalam: Native language

PERSONAL DETAILS

- Passport Number: U9840916
- Date of Birth: 15-12-1995
- Marital Status: Married
- Visa status: RESIDENCE FAMILY VISA