



## SUMMARY

Pursuing MBA professional with 7+ years of outstanding track record in Customer service, Process associate, and Administration from the Ministry of Health and Prevention in United Arab Emirates.

Possess expertise in the whole gamut of Customer Service and Administration including M.S office & bookkeeping, excellent analytical, planning, problem solving, Teamwork management, and Relationship-building skills.

## CONTACT



Address: Dubai, UAE



Mobile: +971545730408



Home: +918891889127



Email: shabeerpunnol@gmail.com

## SKILLS

Communication	<div><div></div></div>	90%
Team work	<div><div></div></div>	98%
Problem solving	<div><div></div></div>	92%
Decision making	<div><div></div></div>	90%
Customer service	<div><div></div></div>	91%
Leadership	<div><div></div></div>	93%
Administrative	<div><div></div></div>	94%
Adaptability	<div><div></div></div>	98%
Active listening	<div><div></div></div>	95%
Interpersonal	<div><div></div></div>	91%

## LANGUAGE

English	<div><div></div></div>	75%
Arabic	<div><div></div></div>	55%
Malayalam	<div><div></div></div>	99%
Hindi	<div><div></div></div>	61%
Tamil	<div><div></div></div>	49%

# MUHAMMED SHABEER

## ADMINISTRATOR



## EXPERIENCE

### Administrator

01/2021- 11/2022

Contact person  
Mr. Nihal Ahamed  
Operations  
☎ +971544244807

### Somerian Health - UAE

*MediQ Health care (a subsidiary of Tamouh health care LLC)  
mediQ was rebranded to Somerian Healthcare from Jan 2022*

*I am a front-line worker in UAE.*

My duties and responsibilities are:

- Respond to Patient doubts regarding Vaccines & PCR.
- Create Master attendance and Duty schedule.
- Keep records and report up to date.
- Handle Technical issues with the computer and Wi-Fi.
- Data encoding (If there is any staff shortage).
- Supervise other staff and delegate responsibilities.
- Order office stationery and supplies

### Process associate

2019-2020

Contact person  
Ms. Sakshi  
Human Resource  
☎ +919622455770

### IGT Solutions - INDIA

*It's an Airline & Hotel field & UK-based process.*

My duties and responsibilities are:

- Approval for the booking registration
- Approval for the Cancellation
- Making the pre-arrival list
- Approval for Leisure booking
- Handling official e-mails

### Customer Service Executive

2017-2019

Contact person  
Mr. Mashood  
Site In-charge  
☎ +918714387116

### Syscom Info Solution - INDIA

*It's an IT Department.*

My duties and responsibilities are:

- Troubleshooting Software and Hardware
- Approval for the Cancellation
- Technical support through Remote desktop
- Operating system support
- On-site technical work

### Sales Attendant

2015-2017

Contact person  
Musthafa  
Supervisor  
☎ +971565868952

### ADNOC - UAE

*It's a Petroleum department*

My duties and responsibilities are:

- Guide the vehicle to the right spot
- Ask about their needs
- Inspect the vehicle's air pressure
- Clean the glass if required
- Collect the money if they purchased
- Calculate and hand over the money to supervisors

## INTEREST

Learning languages  
Traveling  
Workout  
Cooking

## Other Skills

POS Machine Operation  
E-Commerce  
Web Designing  
LAN and VAN Network  
PC ,Printer & Barcode Troubleshoot

## PERSONAL INFORMATION

NAME : MUHAMMED SHABEER  
DOB : 04/03/1992  
NATIONALITY : INDIA  
LICENSE : AUTOMATIC GEAR (UAE)  
MANNUAL GEAR (INDIA)

## PASSPORT & VISA INFORMATION

PASSPORT NUMBER : T7880743  
ISSUED PLACE : KOZHIKODE,KERALA  
DATE OF ISSUE : 13/08/2019  
DATE OF EXPIRY : 12/08/2029  
VISA STATUS : RESIDENT  
DATE OF EXPIRY : 05/04/2025

### Declaration :

I genuinely declare that all the facts  
mentioned above are true to my faith, and I  
am answerable for its accuracy.

-MUHAMMED SHABEER

## EDUCATION

Bharathiyar University      MBA in Human Resource Management  
**2019 - Pursuing**

Madurai Kamaraj University      BBA in General  
**2013 - 2018**

Higher secondary (12th)      Government of Kerala  
**2008 - 2012**

Higher secondary (10th)      Government of Kerala  
**2010 - 2013**

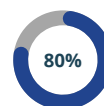


## Technical Qualification

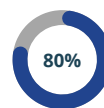
• MS Office



• Visual basic



• Hardware & Software



• Remote Desktop



## Training & Certification

- Tally CFA Completed with certified - (Under Chartered Accountant
- First AID CPR training from Emirates Technical & Safety Development Centre, UAE
- Fire fighting Training from Emirates Technical & Safety Development Centre, UAE
- Health conscious diet from Titan GYM & Health Fitness, Kerala.
- Appreciation from AJMAN PRIVATE SCHOOL for Best PCR Encoder. -24/11/2021
- Appreciation from AL AQSA PRIVATE SCHOOL for Best PCR Encoder. -28/11/2021
- Appreciation from ATHS AJMAN CAMPUS for Best PCR Encoder. - 29/11/2021