

ABU BYSAL M

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Objective

A results-oriented, focused individual in customer service and sales support looking for opportunity to work in fast paced environment. Executive administrative support in demanding strong organization, technical, interpersonal and customer services skills. Possess excellent problem-solving abilities and sensitivity to the needs of customers, coworkers, and management personnel. Ability to Market Products/Role/Company. Able to relate business knowledge to multiple, complex problems and process Improvement. Working closely to ensure the agency remains a performance-based organization that maximizes performance and ensures accountability.

Skills

- Adaptive team player
- Customer service expert
- Microsoft Office proficiency
- Analytical decision maker
- Team Leading
- Staff Training and Development
- Good Communication
- Customer Service oriented
- Project Management
- Active listening and critical thinking
- Teamwork as well as individual
- Problem resolution
- Attention to detail
- Time management
- Organization Skills

PROFESSIONAL EXPERIENCE

HERTZ-AI Futtaim Transport and Rental Services LLC. **Oct 2023 – Dec 2023**

Shift supervisor for COP28 project.

- Manage carpro systems (Vehicle Check in/Out, NRT & Delivery and pickup.
- Managing shift schedules, training and mentoring staff, resolving customer complaints, and ensuring compliance with company policies.
- Coordinate with yard supervisor take care of preparation of vehicles.
- SS will be managing the drivers and dispatch and inside the yard vehicle movement.
- Make sure you have all the keys and DEWA cards and you know where it is parked before you start.
- Check your fleet inventory to know your available cars with you.
- Emails and daily task and make sure you have the car ready early.

Amirah Construction Equipment Rental LLC – UAE **Jan 2023 – Sep 2023**
(World Star Holding)

Admin Assistant Cum Operation Supervisor.

- Receiving mails and distribute to the concern departments.
- Preparing the quote in STIMES ERP & XERO online software.
- Creating the NOC, Printing the documents and keep records of them in one drive.
- Reply the bundle of mails regarding the equipment of machine & Site related documents.
- Tracking the daily attendance for Staff in Timeinlive.
- Preparing the salary list for all staff and upload the necessary details in Eden red.
- Answering the phone calls and forward the concern department.
- Requesting the machines spare parts and other items to work in GMS & V-Zone for Vehicle details.

Smart Union Commercial Brokerage LLC – UAE. **Jun 2021 – Dec 2022**

Sales Agent.

- Handling Credit cards sales for DEEM Finance.
- Identifying prospective customers through various sources.
- Calling the customers and explain about the card features and benefits of the products.
- Follow up with customers, answering their questions and ensuring that they understand the specific features and benefits.
- Meeting the customers for documentation, Application completion, and follow up with Deem till card are issued.
- Maintain rapport with customers for future prospects.

Far solutions for trading & contracting EST(FSTE), Riyadh-KSA. Jul 2017 - Jun 2020
Sales Coordinator cum Document controller (HVAC & MEP).

- Preparing the quotations, Sales invoice, Delivery notes and technical submittals.
- Preparing materials request for office supply and maintain the stationary in orderly.
- Maintaining data base of complete document/ drawing receive from the design and engineering team.
- Communicating through official mails, telephonic and reminding task to be perform at desired time line.
- File all incoming and outgoing documents & procedure distribution copies.
- Maintaining approved documents and maintain hard copies of all technical records, data sheets and drawings.
- Update documents control sheet / logs and perform other duties as required.

CORE QUALIFICATIONS

- ✓ Strong executive presence and relationship management abilities, including the capacity to communicate with and influence customers, peers and partners.
- ✓ Efficient in leading customer service and relations matters.
- ✓ Experience to maximize sales.
- ✓ Ability to multi-task and work both in a team and independently.
- ✓ Able to negotiate with English, Tamil, Malayalam and Hindi.
- ✓ Experienced in handling Sales duties, Administration Dept and Account dept.

REFERENCE

Available Upon Request

Aditya Birla Retail Limited, Chennai. Tamil Nadu.
2016Asst. Store manager.

Jan 2016 - Dec

- Providing an exceptional customer service experience.
- Knowledge of all legal requirements regarding sales.
- Preparing monthly schedules and weekly progress report.
- Coordination with marketing dept. and cluster manager of the company.
- Follow the stock control technique to minimize stock loss.

EDUCATION

Master of Business Administration (2016)

Finance & Marketing (Crescent business school)
BS Abdur Rahman University – Chennai Tamilnadu, India.

Bachelor of Business Administration (2014)

Thiruvalluvar University – Vellore Tamilnadu, India.

COMPUTER SKILLS

- Computer Certified in following areas of Microsoft & others: Word, Excel, Power Point, Access, Internet, Email, outlook, Pivot table, V lookup.

Visa Status

- ✓ Transferable

Languages

- English
- Tamil
- Arabic
- Malayalam
- Hindi

Personal Profile

- Name – Abu Bysal Mohamed Kasim
- DOB – 12th May 1994
- Religion – Islam
- Sex – Male
- Marital status – Married
- Driving license – UAE & India.
- Address – Shabiya 11, Mussaffah, Abu Dhabi.
- Visa – Residency visa (valid till 2025)

I hope you will find my candidature suitable for your esteemed organization, if given an opportunity; I will put all my efforts to work hard and will assure you the utmost satisfaction.

Yours sincerely

[M. Abu Bysal]
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