## MUJEEB



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**PROFILE SUMMARY**

**Qualified Graduate (economics)** with **12 years** of rich and cross-cultural experience in **Customer Service, Operations Management,** Key **Account Management, Administration, MIS/Reporting and Team Management**

Adroit in ensuring delivery of high quality services to support customer's business needs and achieving continued high customer satisfaction; sound understanding of principles of Customer Management / Customer Value Management Served as Single Point of Contact for the customer escalations; deft in ensuring a high-quality customer experience by providing immediate support to customers for resolving their complaints in compliance with preset guidelines & rules Rich experience in managing operations in co-ordination with internal / external departments for smooth business; adept in coordinating with staff for running successful process operations , Ability to produce consistently accurate

# work even whilst under pressure. Ability to multi task and manage conflicting demands.

An effective communicator with excellent relationship building & interpersonal skills; strong analytical, problem solving & organizational abilities; self-motivated with ability to interact easily with people of diverse backgrounds

**CORE COMPETENCIES**

## Customer Service Delivery

Managing customer service operations for rendering & achieving quality services; providing customer support by answering queries & resolving their issues and ensuring minimum TAT; holding regular dialogues, meetings and conference calls with customers

Assessing customer feedback, evaluating areas of improvements & providing critical feedback to associates on improvements to achieve higher CSAT metrics; minimizing bottlenecks for high quality of service for increasing the Customer Satisfaction Index; driving continuous improvement initiatives

## Operations Management

Developing and effectuating contingency/ business continuity plans to ensure uninterrupted and smooth business operations; Setting out quality standards for various operational areas and ensuring adherence to SLAs & work processes Identifying customers with special requirements & tweaking existing process to cater to their requirements; ensuring efficient allocation of resources in accordance; maintaining strict adherence to norms & policies

## MIS / Reporting

Building & maintaining a comprehensive Management Information System for use in or preparation of a variety of specialized reports; generating weekly & daily reports and on various process parameters; Auditing & entering changes, modifications, and amendments to data in the system

## Professional

* NVQ (Level 2) Customer Care, CLAIT qualification, ECDL,
* Comprehensive understanding all of areas of the supply chain.
* Full understanding of transport operational systems.
* Able to work diplomatically in a unionized environment.

**AREAS OF EXPERTISE**

Office management, Administrative support, Minute taking Report writing, Presentations, Diary management, Fleet in charge, Transport co ordination, listening to customers, managing expectations, Telephone Etiquette, Email handling, resolving problems Able to operate effectively in a high volume service driven transport operation.

**ORGANISATIONAL EXPERIENCE**

images.jpg **Aug 16 –­­­ Present Working With China Petroleum & Construction Engineering**

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## ADMINISTRATION OFFICER (Transport)

Working with Adco team in Mender site, Responsible to manage all administrative and transport duties & assist

the development of transportation plans

## Highlights:

* Identified and analyzed problem areas and provided strategic resolutions / recommended directly to the management.
* Facilitated environmental, safety, and other functional areas with regard to transportation functions performed under contract.
* Worked under the direction of Operations/ADCO Management and Operation CPECC for successful Outside the Wire missions.

***Duties****:*

* Responsible for getting the right products in the right quantities, to the right locations all at the right time.
* In charge of the day to day operations of the transport department
* Efficiently managing a team of drivers and vehicles
* Conduct meeting with drivers on daily basis and discuss with all performance
* Making sure that all transport fleet vehicles are properly maintained and serviced
* Arranging for the induction and training off all new staff.
* Maintaining accurate administrative records.
* Responsible for all of the dispatching, routing, and tracking of delivery vehicles.
* Give the road safety awareness to the drivers & check the safety equipments.
* Monitor vehicles using IVMS system .
* Keep time sheet of the drivers and calculate overtime & holiday .
* Violation and RAG activities, report to the accounts and deduct from salary.
* Resolving and managing queries and complaints courteously and efficiently.
* Organizing vehicle checks.
* Being the first point of contact for all drivers
* Appraising Driver performance and also taking disciplinary measures when required

## Jul 07 –Jul 16 working with Green Car Rent a Car ADMINISTRATIVE ASSISTANT



Working as part of a team and supporting the office manager, Responsible for the day-to-day tasks and administrative Duties of the office including covering the reception area.

## Highlights:

Excellent track record of dealing with high profile corporate clients

Instrumental in guiding and motivating Sales Team

Holds the distinction of monitoring complete operations of CRMT Department Played a stellar role in:

* Enhancing the level of customer retention from 72% to 97%
* Reactivating several key accounts, by leveraging on strong persuasive & mediation skills o Improved the morale of staff across all departments through proactive planning
* Won several awards for delivering exceptional customer service

***Duties****:*

* Meeting and greeting clients and visitors to the office. Typing documents and distributing memos
* Supervising the work of office juniors and assigning work for them
* Coordinating with drivers for the fleet delivery and returning.
* Keep track for vehicle maintenance (service) and repairing.
* Handling incoming / outgoing calls, correspondence and filing Faxing, printing, photocopying, filing and scanning Organizing business travel, itineraries, and accommodation for managers
* Monitoring inventory, office stock and ordering supplies as necessary
* Updating & maintain the holiday, absence and training records of office staff & drivers
* Keep time sheet of the drivers and calculate overtime
* Responsible for purchase orders, rising of purchase orders and invoice tracking. Creating and modifying documents using Microsoft Office. Setting up and coordinating meetings and conferences
* Involvement in social media implementation updating, processing and filing of all document
* Arrange tour packages including desert safari to the customers
* Fleet management and keep service history
* Following up for company vehicles Register renewal and staff visa renewal on right time.
* Monitor the vehicle using EVG tracking system

## May’02 - Jun’07 with Hutchison Essar, Kerala as Retention Coordinator



**Highlights:**

Demonstrated excellence in enhancing the level of customer retention from 72% to 97%

## Duties:

* Responding promptly to customer enquiries in person or via telephone, letter, and email – always in a professional & efficient manner
* Using the in-house system to record necessary information and instigate actions as required.
* Processing orders, forms, applications and requests for information.
* Dealing efficiently with questions and queries from customers.
* Keeping up to date with all the company's products, services and procedures
* Directing requests and unresolved issues to other colleagues.
* Maintaining up to date paper and computer based files and administrative systems.
* Promoting the company’s products and services to customers.
* Handling objections professionally.

## Feb’01 – Apr’02 with Citibank, Kerala, India as Business Executive



**Highlights:**

Successfully managed complete Corporate Sales

Promoted business by providing advisory to customers on new offers Instrumental in reducing the churn process

## Infocom Computer Center, Kerala as Computer Trainer

**Highlights:**

Successfully developed & implemented MS Office and Database Management System Carried out complete maintenance & installation of Hardware



**EDUCATION**

MBA (Human Recourse Management) from Sikkim Manipal University in 2014

Bachelors of Arts (Economics) from Kerala University of Arts & Science, Kerala, India in 2000

**IT Skills:** Well versed with Microsoft Office (Word, Excel, PowerPoint and Outlook), Photoshop and Internet Applications

