



SHABABUDHEEN P M

SUMMARY

I am a highly motivated and skilled professional with a Bachelor of Computer Applications degree and over 3 years of experience in marketing and customer service. My ability to manage multiple tasks, work well under pressure, and communicate effectively with others has allowed me to excel in my previous roles. I am a quick learner and a good team player, with strong analytical and problem-solving skills.

PROFILE

In pursuit of challenging assignments which would facilitate the maximum utilization and application of my broad skills and expertise in making a positive difference to the organization.

CONTACT

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OTHER DETAILS

Driving License : LMV - india & dubai
LC NO - 262329
Languages : English, Malayalam & Hindi
Nationality : Indian
Passport : T4846361
BOB : 01/06/1995

COMPUTER KNOWLEDGE

- C and C++
- Microsoft Office
- Windows and Linux operating systems

EDUCATION

2015 – Bachelor of Computer Applications (BCA)

Chinmaya Mission College, Thrissur

2012 – Class 12th (VHSE- Agriculture Science stream)

GVHSS, Pudukad

2010 – 10th (SSLC)

C.J.M.A.H.S.S Pallikunnu

WORK EXPERIENCE

COUNTER STAFF

DENIBA INTL EXCHANGE, Ras Al Khaima

Dec 2021 - Present (2 year experience)

- Overseeing and developing marketing campaigns.
- Conducting research and analyzing data to identify and define the target audience
- Devising and presenting ideas and strategies for promotional activities.
- Providing excellent customer service to ensure customer satisfaction.
- Demonstrated adaptability to change and ability to work under pressure.
- Ensured productivity goals were met and problems solved efficiently

TEAM LEADER (TL)

EKART Logistics, Thrissur (Chalakydy), Kerala

July 2020 - Feb 2021

- Managed and supervised a team of delivery executives to ensure timely delivery of packages.
- Monitored the performance of the team and provided regular feedback to improve efficiency.

- Resolved customer complaints and issues to ensure customer satisfaction.
- Maintained accurate records and reports to ensure smooth operations.

MARKETING EXECUTIVE

EH SOLUTIONS, KERALA

May 2016 - Jul 2017

- Developed and implemented marketing strategies to increase sales and revenue
- Conducted market research and analyzed data to identify market trends and customer needs
- Collaborated with the sales team to develop sales strategies and promotional activities.
- Maintained relationships with existing customers and generated leads for new customers.

SKILLS

- Excellent communication and interpersonal skills
- Strong analytical and problem-solving skills
- Ability to work under pressure and meet deadlines
- Good motivator
- Time management and prioritization