

SAM SEBASTIAN

📍 Al Nahda, Al Sharjah, Sharjah, United Arab Emirates

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OBJECTIVE

I'm looking for full-time work.

PERSONAL STATEMENT

I am working as a passionate Customer Service officer. This job is attracted me because with your company I can serve the customers to the maximum. I love my profession because until now I don't have any negative Customer, even if the customer is negative I can make them to positive vibe.

WORK HISTORY

Majid Al futtaim Cinemas

Dubai, United Arab Emirates
Nov 2021 - Present

● Customer care officer/ Cashier

I joined as a part timer and become permanent staff.

- Customer Service
- Sales/Cashiering
- Serving food and drinks to the customer
- Inventory, purchases and expiries
- Administration
- Team building

QUALIFICATIONS

Mahatma Gandhi University

Kerala, India
2009 - 2012

● Bachelor of Computer Applications

St.Mary's Higher Secondary School

Kerala, India
2009

● NCEA 2

- Computer Application

TECHNICAL SKILLS

- Microsoft Office
- Tally erp
- POS
- Accounting
- HTML

PERSONAL SKILLS

Commumication

During my current work in Majid Al futtaim Cinemas I am responsible for answering customer enquiries and sorting out complaints of customer by phone.

Positive attitude

I keep my positive attitude to my customers also towards my colleagues

Thinking skills and problem solving

If there is task or problem in the working environment I will study the problem and will give the better solution

Willingness to learn

I am ready to learn new things throughout my career

Teamwork

I am willing to help my colleagues and management if they needs me.

Resilience

Calm and quiet

COMMUNITY & VOLUNTEER EXPERIENCE

Saivilla hotels and restaurant

Iringa, United republic of Tanzania
Sep 2015 - May 2019

● Assistant Manager

- Directed front of house operations and handled variety of duties including invoicing,scheduling and budgeting
- Supervised,directed and trained staffs in providing excellent excellent customer service
- Schedule and receive food and beverages deliveries, checking delivery contents to verify product quality and quantity
- Investigate and resolve complaints regarding food quality,service and accommodations
- Maintain food and equipment inventories and keep inventory records
- Estimate food,liquor,wine and other beverage consumption to anticipate amounts to be purchased

ACHIEVEMENTS

Employee of the month

2022

INTERESTS

- Football
- Volleyball
- Cricket
- Badminton

REFEREES

Juliet Castillo

Entertainment Manager - Majid Al Futtain Cinemas

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