



# SHABEER YOUSAF

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Driving License : UAE, India

## PROFILE SUMMARY

I am an approachable, motivated and confident **Office Administrator** highly skilled at administration business needs. I have more than four years of experience coordinating operations needs and providing administrative support to improving team productivity and reduce cost.

## SKILLS

- MS OFFICE Skills
- Data Entry
- Customer Service Skills
- Negotiations
- Managing office supply
- Administrative support
- Communication skills
- Staff Management
- Computer Proficiency
- Front Office management
- Problem solving
- Strong organizing skills

## Academic Details

Bachelor of Engineering-Electronics and Communication Engineering Anna University 2009-2013

## Career Summary

- ❖ **Company** : Europcar Abu Dhabi-UAE
- ❖ **Designation** : Office Administrator(Nov 2017- Apr 2022)

### Responsibilities:

- Supported office manager with proactive correspondence management, document coordination and customer relations.
- Coordinated communications, financial processing, registration, record keeping and other administrative functions.
- Interacted with customers by phone, email or in-person to provide information.
- Reconciled account files and produced monthly reports.
- Delivered clerical support by handling range of routine and special requirements.
- Kept accounts and records current by actively pursuing error resolutions and independently correcting problems.
- Edited documents to improve accuracy of language, flow and readability.
- Reported on daily office activities to help managers stay on top of dynamic conditions and make proactive decisions.
- Evaluated office documentation to check accuracy and complete missing pieces, avoiding delays and maximizing team productivity.
- Tracked office supplies and restocked low items to keep team members on-task and productive.
- Kept detailed records of supplies and office equipment use to budget and make orders for new supplies.

- ❖ **Company** : Snow White Wholesale Trading  
❖ **Designation** : Sales Executive (January 2016 – June 2017)

**Responsibilities :**

- Responsible for assigned sales targets
- Maintaining relationship with target customers, customer service, sales support and sales.
- Operating Internet, Updating all records and documents (Hard copy as well as Soft copy).
- Sending quotations to the clients based on their enquiry
- Proper execution of order and dispatch it on time
- Follow up for payment
- Maintain good relation with client

- ❖ **Company** : Way Know Media Village Pvt. Ltd. CALICUT, INDIA  
❖ **Designation** : Sales Engineer (Feb 2014 – Mar 2015)

**Responsibilities:**

- Demonstrating how a product meets a client's needs.
- Working with existing customers to help them get the most out of the products they have bought.
- Providing sales support during virtual and onsite client meetings.
- Identifying the customer's current and future requirements...
- Preparing reports for head office and senior managers.
- Offering after-sales support services..
- Preparing and presenting potential cost benefit analysis to potential clients..
- Conveying customer technical requirements to the Internal Engineering teams.
- Maintaining existing, long-term relationships with customers.
- Ensuring that any order processing is followed through to a timely conclusion.
- Maintaining professional working contact with key suppliers and third parties.

**KEY SKILLS AND COMPETENCIES**

- Confidence - maintaining a positive attitude.
- Resilience - communicating with conviction.
- Active listening - understanding the customers' needs.
- Rapport building - selling your personality.
- Entrepreneurial spirit - continual self-improvement. Have a good technical network background.

**Personal Details**

- ❖ **Date of Birth** : 10/01/1991  
❖ **Nationality** : Indian  
❖ **Marital Status** : Married  
❖ **Current Location** : Abu Dhabi, UAE  
❖ **Language** : English, Malayalam, Tamil, Hindi