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Dubai, United Arab Emirates  
500001



Category 2

## EDUCATION

Diploma  
**Frankfinn Institute of Air  
Hostess Training,**  
Ernakulam, India  
March 2015 - March 2016

High School Diploma, Plus Two  
**SN Trust Higher Secondary  
School,** Thrissur, India  
March 2013 - April 2015

## LANGUAGES

### English

Fluent

### Malayalam

Native

### Tamil

Fluent

### Hindi

Intermediate

# MOHAMMED SHAMIL A A

## PROFESSIONAL SUMMARY

Resourceful employee with outstanding knowledge to develop and maintain healthy customer pipeline. Consistently works to attract new business opportunities. Talent in administrative oversight, recruitment processes and customer service improvements.

## WORK HISTORY

November 2022 - Current

**Foreign Affairs Ministry - Personal assistant,** Dubai, United Arab Emirates

- Processed incoming and outgoing parcels and correspondence for staff.
- Proofread, formatted and corrected correspondence for office staff.
- Screened and directed incoming phone calls and distributed correspondence effectively.
- Planned and executed small intimate gatherings and large social events.

March 2020 - September 2022

**IPCS Automation - Customer Service Executive,** Thiruvananthapuram, India

- Fixing appointments based on the availability of customers and clients.
- Explained benefits and advantages of different product and service offerings to customers.
- Reduced customer wait times by adhering to call target timeframes.
- Advised clients of products and services and sold additional offerings to increase sales numbers.

February 2018 - December 2019

**QI Group - Marketing executive,** Bangalore, India

- Cultivated strong partnerships with key influencers, securing valuable media coverage and endorsements to drive growth.
- Liaised with board members and stakeholders to discuss budgetary and operational needs and goals.
- Coordinating promotional activities and Events.
- Optimized sales methods to best engage, acquire and retain customers.

## SKILLS

- Database management
- Data entry
- Meeting coordination
- Advanced computer skills
- Customer friendly
- Excellent communication skills
- Microsoft Excel
- Team building
- Marketing
- Time management