



# PREM PAUL

Shift in Charge, Customer Coordinator

**Own Visa**

## Contact

### Phone

+971556698816

### Email

prem.paul44@gmail.com

### Address

#1201, Al Hias Supermarket Building,  
Al Qasimia, Sharjah

## Education

### Bachelor of Commerce

Calicut University  
1997-2000

### Bachelor of Hospitality

Bharathiyar University  
2002-2005

### Post Graduate Diploma in Computer Application

## Skills

- Sales Strategies
- Negotiation Skills
- Problem-Solving
- Time Management
- Presentation Skills
- Customer Service
- Team Work

## Language

- English
- Hindi
- Urdu
- Tamil
- Malayalam

## Professional Experience

2022-2025

### Office Administration

Janatha Hardwares, Angamaly, Kerala, INDIA

- Attending the Customers
- Preparation of Documents
- Book keeping
- Contacting Customers through phone and Email
- Periodical checking and dues or credit settlement of Customers

2015-2022

### Sales Associate/ Customer Service

Emirates Post Group, Umm ramool, Dubai

- Generating Reports and Conducts Customer satisfaction survey
- Inbound and outbound call center executive (leading banks of Debit, Credit and chequebook)
- Maintained up-to-date knowledge of product features and benefits to provide accurate information to clients.
- Developed and executed sales strategies, resulting in an increase in annual revenue. Achieving a 95% customer retention
- Provided exceptional customer service, addressing inquiries and resolving issues in a timely manner.

2010-2015

### Cashier/ Shift in Charge

Emirates National Oil Company, Dubai

- Briefing the Staffs
- Preparation of Roasters and Annual Leave
- Making the credit note for the supplies
- Monthly Reports to the Management
- Daily cash sales and credit sales of consumer goods, gasoline and oil reports segregation and handover to the concerned department

## References

### Najaf (Supervisor)

Emirates Post Mailroom

Phone: +971 556246143

### Paul Thomas

Janatha Hardwares

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