



P A Muhammed Shamaz

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Profile

Detail-oriented and performance-driven professional with over 3 years of experience in customer service operations and business development. Seeking a customer support role where I can leverage my expertise in client relationship management, team supervision, and process optimization. Passionate about delivering superior customer experiences, enhancing operational efficiency, and contributing to organizational success through strategic problem-solving and service excellence.

Work Experience

05/2023 – 04/2025
India

Assistant Manager – Operations, Customer Success & Business Development
| Extravelmoney Technosol (P) Ltd | Kochi, Kerala

- Oversaw daily operations to ensure seamless and efficient money transfer services.
- Resolved customer inquiries and escalations, achieving high satisfaction ratings.
- Supervised and trained a team of customer service representatives to maintain service quality and adherence to policies.
- Ensured transaction accuracy and regulatory compliance, reducing error rates and fraud risks.
- Implemented strategies to enhance customer experience and operational efficiency.
- Led training sessions on compliance, customer service, and internal procedures.
- Analyzed customer feedback and KPIs to identify improvement opportunities.
- Collaborated cross-functionally to reduce processing times and improve service delivery.
- Maintained detailed reporting on operations and customer interactions.
- Built strong relationships with clients, agents, and regulatory bodies.

02/2022 – 04/2023
India

Front Office Executive | Incheon Kia | Kochi, Kerala

- Delivered exceptional front-desk and customer service support, ensuring a welcoming and professional environment for all visitors and clients.
- Managed multi-line phone systems and efficiently directed incoming calls to relevant departments, improving response times and service coordination.
- Accurately recorded and maintained customer data, enhancing database reliability and supporting personalized service delivery.
- Conducted daily showroom inspections to ensure operational readiness, cleanliness, and adherence to company presentation standards.
- Maintained comprehensive vehicle delivery records using standardized checklists, ensuring accuracy in documentation and seamless customer handovers.
- Acted as a key communication link between customers and internal teams for updates on vehicle status, promotions, and service offerings.
- Coordinated with marketing and sales departments to execute targeted customer engagement strategies, improving client satisfaction and loyalty.
- Handled administrative tasks including appointment scheduling, inventory logs, and follow-up communications, contributing to streamlined front-office operations.

Core Competencies and Skills

- Customer Service Management
- Client Relationship Management (CRM)
- Operations and Process Optimization
- Team Leadership and Supervision
- Complaint Handling and Issue Resolution
- Regulatory Compliance and Risk Control
- Front Office and Administrative Support
- Business Development Support
- Strategic Planning and Execution
- Communication and Coordination
- Data Management and Documentation
- Cross-Functional Team Collaboration

Education

- **Bachelor of Business Administration (BBA)** | 2021
- **NEBOSH International General Certificate (IGC)** | 2022

Certifications

- IOSH Managing Safely (MS)
- First Aid Division – First Place
- Fire Safety and Rescue Division – First Place

Languages Known

English | Malayalam | Hindi

References

Available upon request.