

Mohamed Shajoon

✉ mdshajoon1996@gmail.com

☎ +971559143630

📅 26th April 1996

🌐 [linkedin.com/in/mohamed-shajoon-8a4244183](https://www.linkedin.com/in/mohamed-shajoon-8a4244183)



PROFILE SUMMARY

To be a part of an organization that allows me to demonstrate my knowledge and efficiency, as well as to improve my skills in the field of management, and to be a part of a team that excels in working towards the growth of the organization, where I can use my experience and acquired skills to become a valuable asset.

PROFESSIONAL EXPERIENCE

B.S.M Real Estate, Marketing Executive

- Coordinating professional photos to showcase the property effectively.
- Allow buyers to remotely experience the property.
- Listing properties on relevant online portals like OLX, MagicBricks.
- Ensuring the property is presented in its best light for viewings.
- Maintaining a positive image for the property and the organization.

January 2025 –

June 2025

Nagercoil, India

Defenzelite Pvt Ltd, HR Executive

- Sourcing and Selecting candidates from the job portals.
- Scheduled interviews ensuring seamless process for candidates.
- Managing every candidates Onboarding and Offboarding process.
- Guiding new employees through the employment application process.
- Maintaining the employees data of each departments.
- Ensure that every employees are aligned with their tasks.
- Updated employees attendance and fine in the company HQ.
- Maintains the company's daily expenses.
- Handles payroll management.

June 2023 –

April 2024

Madhya Pradesh, India

Guidehouse India Pvt Ltd, Associate Medical Billing - EBO Dental

- Prioritize old pending claims for physical calls, following international norms, confidentiality & HIPAA compliance.
- Responsible for working on Denials, Rejections, LOA's to accounts, making required corrections to claims.
- Ensure accurate and timely follow-up where required.
- Document actions taken in claims billing summary notes.

September 2019 –

February 2021

Trivandrum, India

Allsec Technologies Ltd, Customer Care Executive - Samsung

- Handling inbound calls & providing resolution
- Providing step-by-step guidance to customers to resolve problems.
- Taking customer device remotely & assisting in smart tutor application.

August 2018 –

September 2019

Chennai, India

- Providing extended shift & support during high call volume.
- Providing information about Samsung authorized service centres in India.
- Documenting all interactions & resolutions accurately in the CRM system.
- Closing the pendency cases by dialing outbound calls to customers.
- Meeting key performance indicators (KPIs) related to customer satisfaction, response times & resolution rates.

EDUCATION

Prist University, Master's in Business Administration
Specialization in HR & Marketing

2021 – 2023
Tamil nadu, India

Noorul Islam Centre of Higher Education,
Bachelor of Computer Science and Engineering

2014 – 2018
Tamil nadu, India

INTERNSHIPS

LULU International Shopping Mall, HR Intern

January 2023 –

- Screening resumes and assisting candidates in filling employment forms.
- Providing ID cards and Thumb access registration for new employees.
- Managed employee data using Darwinbox HRMS, including onboarding, personal information updates, and role changes.
- Informing the candidates about the Interviews.

April 2023

Trivandrum, India

Zealyug Pvt Ltd, HR Intern

September 2022 –

- Posting job vacancies on hiring platforms.
- Collecting daily report from all the employees.
- Entering candidate information in excel sheets.

October 2022

Delhi, India

CERTIFICATIONS

- Human Resources Foundations by the Chartered Institute of Personnel and Development (CIPD) and LinkedIn
- SAP ERP Essential Training
- Learning LinkedIn Recruiter
- Certification Prep: SHRM-CP
- Certification Prep: Professional in Human Resources (PHR)
- Excel: PivotTables for Beginners
- Excel: VLOOKUP and XLOOKUP for Beginners
- Human Resources: Understanding HR Systems Features and Benefits

SOFTWARE PROFICIENCY

Microsoft 365

Epic Systems

Darwinbox

SKILLS

- Basic Knowledge of UAE Labor Laws and HR Practices
- Phone screening
- Customer relations
- Critical Thinking
- Active Listening
- Screening
- Coaching and Mentoring
- Multitasking
- Decision-Making
- Resourcefulness
- Shortlisting
- Offboarding
- Time management
- Customer Satisfaction
- Problem Solving
- Onboarding
- Cold Calling
- Issue Identification
- Written Communication
- Attention to Detail

LANGUAGES

- English
- Tamil
- Malayalam
- Hindi

DECLARATION

I hereby declare that the mentioned information is true to the best of my knowledge and belief.

Mohamed Shajoon