

PERSONAL DETAILS

Name **NAEEM FAROOK**
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Address Ramla Manzil (H)
Painkannur P.O. 679571
Kuttippuram
Malappuram Dt.
Date Of Birth 15/04/1997



SUMMARY

An Administrative Assistant with more than a year of experience, technically savvy and goal oriented. Driven and motivated with superhuman competence and confidence to help organization thrive. Looking to leverage organisational and time management skills as someone who knows his way around redesigning business operations, have the industry knowledge and leadership abilities, and is an efficient problem solver.

EDUCATION

Year of Passing	Degree/Course	Grade/Score
2012-2013	SSLC Certificate (MES INDIAN SCHOOL, DOHA-QATAR)	92%
2014-2015	+2 Certificate (MES INDIAN SCHOOL, DOHA-QATAR)	85%
2015 - 2019	B.Tech Mechanical Engineering (AL AMEEN ENGINEERING COLLEGE, PALAKKAD)	7.5 GPA
2023	Certificate in Arabic Language (IGNOU)	.
2023	Diploma in Tourism Studies (IGNOU)	.

EXPERIENCE

04/03/2021 - 15/10/2021
(7months)

QUALITY INSPECTOR &
ADVISOR

ASHOK LEYLAND

- Handled a variety of staff from various states.
- Supervision and Communication advisor.
- Safety and Hazard Advisor.
- Data Entry Inspection.
- Aid in the effectiveness of the work teams.

07/11/2021 - 10/05/2022
(6months)

ADMINISTRATIVE ASSISTANT

ILA FOUNDATION

- Answer and direct phone calls.
- Organize and arrange appointments.
- Plan meetings and take detailed minutes.
- Write and distribute email, correspondence letters, faxes and

forms.

- Preparation of scheduled regular reports and filing system.

05/06/2022 - 07/01/2023
(7months)

LOYALTY DESK EXECUTIVE

ALMAS INTERNATIONAL

- Process bill payments.
- Scheduling and confirming appointments, meetings and events.
- Reporting to management and assisting administrative tasks.
- Handling Bookings.
- Proper dealing of e-mails and calls with the client.

08/05/23

INFORMATION DESK
EXECUTIVE

CENTRE A (ALAPPATT HERITAGE)

- First point of Customer Contact.
- Securing Sales and bookings by developing relationships with existing and potential clients.
- Handles requests from guests, companies and clients via phone and e-mail.
- Maintaining and updating Suite vacancies.
- Helps to meet monthly revenue targets by creating promotional packages.
- Creating request-based packages for clients.
- Reservations on services requested by clients.
- Assuring quality and standards of the company by following up policies and procedures.
- Dealing with clients adeptly maintaining confidentiality of Client/Guest information and property data.
- Resolving guest concerns and feedback.
- Quality follow-up and Negotiation.&
- Assisting with Courier packages delivery and transfers.

June 2023 - July 2023

BUSINESS DEVELOPMENT
EXECUTIVE

CYBERTRAIN TECHNOLOGIES

- I was a BDE intern at CyberTrainTechnologies for 2 weeks.
- CTT trained me to Speak, Train & Consult.
- Coached to create maximum impact through the PRODUCT-SERVICE-IDEA culture.
- Building Momentum through effective steps.
(ORGANIZE-LEAD-BUILD)
- Intensity of Service through Product Knowledge.
- Art of customer gain via online platforms (LEAD GENERATION & NURTURING).
- Digital Marketing, Content Marketing, Email Marketing, Drip Marketing.
- ANYTHING THAT WE DO THAT CHANGES THE CULTURE FOR THE BETTER IS THE BEST WAY OF MARKETING.

SKILLS

- Acquire Industry Knowledge
- Strategic Planning
- Customer Service
- Strong negotiation and Consultative skills

- ▶ Continuous Improvement
 - ▶ Verbal & Written Communication
 - ▶ Client Relationship Management
 - ▶ IT infrastructure
 - ▶ Microsoft Excel/Word/Powerpoint
 - ▶ Google Forms
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PROJECTS

Project Name

ILA FOUNDATION (Volunteer)

Project Details

- Customer Relations Advisor
 - First Information & Loyalty Desk Advisor
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LANGUAGES

- ▶ English (Fluent)
 - ▶ Hindi (Fluent)
 - ▶ Arabic (Fluent)
 - ▶ Malayalam (Native)
 - ▶ Tamil (Conversational)
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INTERESTS

- ▶ FOOTBALL 
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