



MUHAMMED HISHAM

CUSTOMER SERVICE REPRESENTATIVE & PRODUCTION ASSISTANT

📍 Al Wasl Road, Dubai, United Arab Emirates

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ABOUT ME

Strongly focused with the ability to complete tasks accurately in a fast-paced environment with conflicting deadlines.

Assistant Customer Service Manager with strong leadership abilities and drive to achieve positive business outcomes. Background in managing teams and overseeing operations.

Production Manager skilled at preparing documentation to support production and detail schedules to keep operations on target. Committed to consulting with department heads, vendors, and team members to implement proactive solutions for production issues.

PERSONAL DETAILS

Date of birth
29-11-1996

Nationality
India

Marital status
Single

WEBSITES & SOCIAL LINKS

Facebook:
<https://www.facebook.com/hisham.dazzillers>

Instagram:
https://www.instagram.com/hisham_bin_yoosuf/

WORK EXPERIENCE

OPTION 1 EVENT SERVICES L.L.C

Al Qouz Ind 3, Dubai
Feb 2019 - Present

Production Assistant

- Assessed deadline dates against production team activities and ensured that tasks were completed within reasonable timeframes.
- Collaborated with department supervisors and leaders of event structures charts teams to discuss issues with employees and/or production and decided on corrective measures to be taken.
- Developed own production timeline
- Changed schedules of production according to changes in designs, shortages of material, and other interruptions and delays.

ROYAL VALTRANS, KEMPEGOWDA INTERNATIONAL AIRPORT

Banglore, India
Nov 2017 - Sep 2018

Cashier Supervisor

- Addressed employee issues and conflicts to provide input, feedback and coaching.
- Delegated daily tasks to 12 employees to provide development opportunities.
- Effectively managed staff, allocated tasks, arranged for necessary materials, and surpassed company production goals.

EDUCATION

INTERNATIONAL INSTITUTE OF EDUCATION RESEARCH AND TECHNOLOGY - IERT

Cochin, Kerala
2018

BBA - Airline & Airport Management

- Institution leader
- Got it Campus selection in the second year

GOVERNMENT HIGER SECONDARY SCHOOL, PATTAMBI

Pattambi, Kerala
2017

School - Higher secondary

- kerala district level youth festival winner
- School football team member

AL - HUDA ENGLISH MEDIUM SCHOOL

Pattambi, Kerala

High School

- School leader & Class leader at xth standard
- School Football team captain

COURSES

Oct 2017

Airline ticketing Management, Sahara Travels, Kottakal, kerala

INTERNSHIPS

FALAFEL CAFE

Cochin, Kerala
Jan 2016 - Dec 2016

Customer care representative and duty manager

- Responsible for arranging and stocking department displays.
- Verified availability of foods listed on current menus and ensured cleanliness of preparation and serving areas.
- Sanitized food racks, bins, and dry storage racks and kept storage areas neat and clean to eliminate the possibility of contracting illnesses due to food contamination.

HOBBIES

PHOTOGRAPHY & VIDEOGRAPHY
SCRIPTING FOR SHORT VIDEOS
LISTENING MUSIC
PLAYING FOOTBALL

SKILLS

RELATIONSHIP BUILDING

MICROSOFT OFFICE EXPERTISE

CREATIVE

TECHNICALS PRESENTATION

TIME MANAGEMENT SKILLS

PROBLEM SOLVING

CONDUCTING RISK ASSESSMENTS

VENDORS MANAGEMENT

LANGUAGES

ENGLISH

MALAYALAM

HINDI

PERSONAL STRENGTHS

- Self Disciplined
- Self Motivated
- Leadership
- Innovative
- Able to work under stress with responsibility

DECLARATION

I here by declare that all the above furnished details are true to the best of knowledge and belief.