



NAJEEB

I aspire to expand leadership responsibilities, improve organizational exigency, and exceed corporate goals while maintaining commitments to customers, shareholders, employees, and communities.

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📍 Dubai, United Arab Emirates

WORK EXPERIENCE

Operation Associate

Alshaya Group

11/2022 - 02/2025

Dubai, UAE

Achievements/Tasks

- Ensure all warehouse activities comply with company policies, procedures, and safety regulations
- Data Management and Reporting, Customer Service Support, Inventory and Supply Chain Management, Compliance and Quality Assurance, Administrative Support
- Oversee the receipt, storage, and dispatch of goods in a timely and accurate manner..

Admin & Customer support associate

Concentrix

09/2019 - 05/2022

New Delhi, India

- Maintained accurate records of customer interactions and updated internal databases.
- Resolved issues efficiently to enhance customer satisfaction and retention.
- Provided administrative support including data entry, documentation, and coordinating with internal departments.
- Managed high-volume email/chat communication, addressing inquiries and qualifying leads.

Sr. recruiting coordinator

Peoplescout-A True blue Company

03/2018 - 03/2019

New Delhi, India

- Consult with managers to discover staff requirements and specific job objectives
- Evaluate and screen resumes and cover letters.
- Use recruiting tools like tests and assignments to assess candidates' skills.

Customer service executive(Telesales)

Global Allianz

03/2015 - 03/2018

New Delhi, India

Achievements/Tasks

- Maintained and updated CRM systems with accurate candidate information.
- Execute purchases and returns at the cash register while checking for accuracy.
- Resolve customer complaints and issues in a timely and professional manner.

EDUCATION

Masters of social work (MSW) : IGNOU (2022)

B.A Graduate : K.U (2014)

SKILLS

Basic ERP knowledge

Evaluate and monitoring

Supportive Communication

Team collaboration

Email & live Chat

Engagement Planning

MS suite

Conflict Resolution

Operations Optimization

Data Entry & Inventory

Problem Solving

LANGUAGES

English

Native or Bilingual Proficiency

Urdu

Native or Bilingual Proficiency

Hindi

Full Professional Proficiency

Arabic

Basics