



Mr. MOHAMMED SAMHAN AV

BACHELOR OF BUSINESS ADMINISTRATION

CONTACT

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EDUCATION

BACHELOR OF BUSINESS
ADMINISTRATION [B.B.A]

Sangai International University
- India. (2022)

PROFESSIONAL SKILLS

- Customer Service & friendly attitude.
- Multi-Tasking.
- Conflict resolution.
- Communication Skills & English language.
- Empathy and compassion.
- Cultural competence.
- Attention to detail.
- Adaptability.
- Organizational skills.
- Technology proficiency
- Innovative & quick learning.
- MS - Word, PowerPoint, Excel.
- Data analysis.

LANGUAGES

- ENGLISH: Fluent
- HINDI: Fluent
- MALAYALAM: Fluent
- ARABIC: Intermediate
- TAMIL: Fluent

PROFILE

Dedicated and customer-focused professional with expertise in customer service and operations management. Adept at enhancing customer experiences and ensuring operational efficiency. Proven ability to handle high-pressure environments, resolve conflicts, and deliver exceptional service. Strong interpersonal skills with a commitment to fostering a positive and compassionate atmosphere. Seeking to leverage my expertise in a dynamic setting to contribute to customer satisfaction and organizational success.

WORK EXPERIENCE

ACADEMIC COUNSLER

Capline Edu International, Kerala, India Sep 2023 - Feb2025

- Provide exceptional support and guidance to students, addressing their academic concerns and inquiries.
- Conduct personalized consultations to enhance student satisfaction and facilitate success.
- Develop and implement customized academic plans tailored to meet the unique needs of each student.
- Foster strong relationships with students, guardians, faculty, and staff to create a supportive academic environment.
- Address and resolve student complaints and concerns promptly, professionally, and courteously.
- Maintain accurate and confidential student records, ensuring data integrity and privacy.
- Analyze student feedback to identify improvement opportunities and implement proactive solutions.
- Collaborate with faculty and staff to provide seamless support services for students.

OPERATIONS OFFICER

VFS Global Services, Bangalore, India Jan 2023 – Sep 2023

- Ensuring a high level of customer satisfaction through effective communication and friendly attitude.
- Collaborating with team members to address complex issues and provide comprehensive solutions.
- Adhering to company policies and procedures while delivering exceptional customer service.
- Scrutinizing and collection of documents with perfect itinerary.
- Recording and maintaining of application data in the system with zero errors.
- Resolving inquiries and concerns promptly and efficiently to assure excellent customer service via email and phone calls.
- Basic knowledge of cash matching, Finance reports (DAR, FUNDFLOW) and refund processing.
- Generating revenue to the company by offering value added sales and services to the customers.