

Muttahir Abu Sufiyan Shekhani

Personal

Name **Muttahir Abu Sufiyan Shekhani**
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Resume objective

My aim is to secure a position where I can effectively apply my skills and contribute positively towards the growth of the department and build my administrative career.

Work experience

Process Specialist May 2020 - Jan 2026

Starlink Qatar - Ooredoo, Doha

- **Customer Communication:** Processed high volumes of inbound and outbound inquiries via phone, email, and live chat with professionalism.
- **Issue Resolution:** Acted as a problem-solver by investigating complaints, troubleshooting technical or billing issues, and escalating complex queries to the appropriate departments.
- **Soft Skills:** Empathy, patience, and resilience when handling difficult situations or frustrated customers.
- **Case Management & Escalation:** Investigate flagged alerts and document findings in case management tools, escalating confirmed suspicious activity to a Money Laundering Reporting Officer (MLRO) or Compliance Team.
- **Reporting:** Assist in the preparation of Suspicious Activity Reports (SARs) and maintain detailed audit trails of all customer communications and investigative decisions.
- **Tactful Communication:** Skilled in handling difficult conversations where a customer's account may be restricted or frozen due to a security flag. Proficiency in CRM systems (Siebel & CST) and specialized fraud monitoring software.

Admin Assistant Jan 2019 - Mar 2020

QD-SBG, Doha

- **Calendar & Schedule Management:** Coordinating high-level meetings, managing executive calendars, and resolve scheduling conflicts using tools like Microsoft Outlook or Google Calendar.
- **Documentation & Correspondence:** Drafting, proofread, and format professional emails, memos, and reports. Manage physical and digital filing systems to ensure quick data retrieval.
- **Travel Coordination:** Arranging end-to-end travel logistics, including flights, hotel accommodations, and ground transportation, while managing expense reimbursements.

Admin Assitant Jun 2012 - May 2018

Alpha Star Aviation Services, Riyadh

- **Crew & Certification Tracking:** Monitor expiration dates for Medical Certificates, Pilot Type Ratings, and mandatory safety training, alerting management to upcoming renewals.
- **Travel & Crew Logistics:** Coordinate complex international itineraries, including ground handling, crew hotel blocks
- **Gatekeeping:** Screening phone calls and routing them to the appropriate team members.
- **Email Management:** Drafting, proofreading, and responding to professional emails and memos.
- **Mail Handling:** Sorting incoming mail and managing outgoing shipments via FedEx or UPS.

Education and Qualifications

Bachelor in Buisness Administration

Jun 2008 - Apr 2010

Swami Vivekanand Institute of Management & Technology, Navi Mumbai

Higher Secondary Certificate

Jun 2005 - May 2007

Poona Collage of Arts, Science & Commerce, Pune

Interests

Travelling, Learning, Cricket

Skills

MS Office

Expert

Seibel CRM

Expert

Digital Organization

Expert

Document Control

Expert

Multitasking & Prioritization

Expert

Languages

English

Native

Hindi

Native

Marathi

Native

Courses

Basic First Aid & CPR Training

Feb 2025 - Feb 2028

Leaders Management Training Center

Basic Fire Warden Training

Feb 2019 - Feb 2028

Leaders Management Training Center

OHE Orientation and Fire Safety Awareness

Dec 2013 - Dec 2013

Alpha Star Aviation Services

- Identifying fire hazard.
- Identifying people at risk.
- Record, Plan, Inform & Instruct.