

MUHAMMED RAZAL

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SUMMARY

I am a friendly and reliable professional with experience in sales, customer service, delivery operations, real estate customer service, and photography assistance. I am currently pursuing a PGCP in Digital Marketing, E-Commerce, and AI, which is supported by an integrated B.Com LLB degree. My multiple work experiences and role as an MG University Senate Member have helped me improve my communication, interpersonal, and problem-solving skills. Known for my positive attitude, quick learning, and ability to build genuine client relationships, I bring a dependable, service-driven approach to every interaction. I aim to contribute effectively to teams that value professionalism, customer satisfaction, and consistent performance.

KEY SKILLS

- Customer Service & Client Relationship Management
- Sales, Persuasion & Negotiation
- Real Estate Customer Support
- Strategic Thinking & Analytical Problem-Solving
- Communication & Interpersonal Skills
- Attention to Detail (Photography Assistance)
- Time Management & Adaptability
- Team Collaboration & Leadership
- Chess Strategy & Critical Thinking
- Basic Digital Marketing Knowledge (Ongoing Studies)

PROFESSIONAL EXPERIENCE

Sales Executive Manager (Founder) – Lumielle™ Clothing Brand

(2024-Present)

- Managed day-to-day sales operations for my own clothing brand.
- Assisted customers and ensured a smooth buying experience.
- Built relationships with boutiques, suppliers, and repeat clients.
- Introduced new collections and promoted products online and offline.
- Identified growth opportunities and supported brand development.

Senate Member, Mahatma Gandhi University, Kottayam, Kerala

(March 2024-March 2025)

- Contributed to essential discussions that helped shape academic policies and university decisions.
- Worked closely with faculty, administrators, and students to understand and represent different perspectives.
- Gained hands-on experience in leadership and taking responsibility in a formal governance setting.
- Improved my ability to communicate clearly and confidently in public and collaborative environments.

Real Estate Client Services Assistant

(Nov 2023-Jan 2025)

- Assisted clients and agents with clear, friendly communication.
- Managed enquiries, follow-ups, and appointment scheduling to keep everything running smoothly.
- Helped clients feel informed and supported throughout the property process.

Customer Service Assistant – Annapoorna Astoria Restaurant, Kottayam, Kerala

(Sep 2023-Oct 2023)

- Helped customers with their orders and questions in a friendly, supportive way.
- Maintained a welcoming atmosphere and made sure guests had a positive dining experience.
- Assisted with daily tasks to keep operations running smoothly and improve overall service.

Delivery Agent, Takiyon Enterprises, Kottayam, Kerala

(March 2022- May 2022)

- Made sure orders were delivered on time and handled with care.
- Interacted politely and professionally with customers during each delivery.
- Built a reputation for being reliable, punctual, and managing time effectively.

EDUCATION

PGCP in Digital Marketing, E-Commerce & AI (Pursuing)

Digital Academy 360, Bangalore | Present

Integrated B.Com LLB

CSI College for Legal Studies, Kanakkary, Kottayam, Kerala | 2020-2025

ADDITIONAL INFORMATION

- **Languages:** English, Malayalam, Tamil
- **Additional Interests:** Chess (strategic gameplay), Photography, Communication & Public interaction