**MOHAN**

Mohan.316569@2freemail.com

**Objective**

Seek to work in an environment that will challenge me further; while allowing me to contribute to the continued growth and success of the organization.

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**Areas of Expertise**

|  |  |  |
| --- | --- | --- |
| * Para Legal
* All online procedures at Dubai Land Department
* All Administrative Jobs related to Legal Department
 | * Customer Service Management
* Customer Satisfaction Enhancement
* Complaint Handling & Resolution
 | * Service Point Technician
* Front-End Supervision
* CRM Management-Technical
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**Record of Permanent Employment**

**20th August 2007 – 29th August 2016:** *Sales Administration, Customer Service, Accounts and Para Legal* **– ETA Star Property Developers LLC**, **Dubai. UAE**

* Customer complaint identification & resolution.
* Supervising other representatives and dealing with the front office clients
* Offering resolution to internal as well as external queries via appropriate action/ response.
* Maintaining consumer complaint database and seeking appropriate approvals from the immediate Manager on recommended reimbursements, compensation or goodwill gestures in order to restore goodwill and ensure repeat business.
* Handling reputation management by taking into account complaints of a sensitive nature with the CRM Manager and obtain the required feedback.
* Document Verification
* Working on software of Government authority
* Custody and Controller of Original Documents
* Liaising with external parties
* Prepare Sale & Purchase Agreements as per set format approved by Legal & process the same.
* Custodian of Property Transfer documents while dealing with the Lands Department to execute the same.
* Coordinating with DIFC Authority for the property registration and handle the Title Deed documents for the existing customer.
* Coordinator for the Apartment Handover.
* Ensure that payments are received as per schedule and if not, send necessary reminders.
* Ensure all work procedures comply with the ISO Standard 9001 – 2000.

**November 2005 – 19th August 2007:** *Service Point Technician-Electronics* **- Axiom Telecom**

* Level 1 & Level 2 Repairing of all the Mobile Phones
* Handling Customers with their complaints and on the spot Repairs as well
* Coordination with Head office for higher Level repairs

**July 2003-September 2005:** *Associate Customer Engineer-Electronics***- HCL, (Nokia Centre)**

* Level 1 & Level 2 Repairing of all the Nokia Mobile Phones

**Educational Qualifications**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SNO.** | **COURSE** | **UNIVERSITY** | **GRADE** | **YEAR** |
| 1 | Secondary School Certificate | Delhi Public School | 1st Class | March 2000 |
| 2 | Diploma in Electronics & Communication Engineering | Guru Tegh Bahadur Indraprashtra University | 1st Class |  2004 |
| 3 | Senior Secondary Certificate | National Institute of Open Schooling | 1st Class | April 2005 |

**Personal Details**

* Date of Birth: 25th November, 1984.
* Marital Status: Married
* Visa Status: Husband’s Visa
* Languages known: English, Hindi and Malayalam.
* Well versed with all MS Office applications.

**Place:** Dubai, UAE **(MOHAN)**