

**CURRICULUM VITAE**

**NAME : MEHRAJ**

**MEHRAJ.351957@2freemail.com**

**NATIONALITY : INDIAN**

**CAREER OBJECTIVE:**

Seeking a challenging position with a progressive organization that will effectively utilize my knowledge and expertise in handling a team where I can grow with the organization and prove to be an asset for its effective functioning and be a team player for the achievement of organizational goals and its success.

**PERSONAL ATTRIBUTES:**

* Trustworthy, well groomed an d well organized.
* Good interpersonal skills, ability to obtain information, determine course of action and follow through to successful resolution, escalating to superior where appropriate.
* Ability to build relationships, solve problems and influence others.
* Possesses drive and is goal oriented.
* Demonstrates an energetic and positive attitude.
* Ability to work in a fast paced environment, handle multiple priorities and learn new procedures.

**EDUCATION& TRAINING QUALIFICATION:**

* Secondary :- vidyavatika Talent High School (2012 )
* Intermediate :- sultan ul- uloom junior college – CEC (2012-2014)
* Computer and Admin Course.
* Spoken English course.
* Telephone Operator system training.

**WORK EXPERIENCE:**

* **Front Desk Cashier:-** AL Medina Group (**DUBAI**) 05/04/16 – **TILL DATE**
* Greet customers as they arrive and direct them to merchandise they need.
* Operate cash machines and POS to calculate customers' bills.
* Check bills the correct amount has been displayed and print out.
* Place printed bills in folders to presented to customers.
* Answer customers' questions regarding billed items.
* Take cash payments in exchange of services rendered.
* Process credit and debit card payments and ensure that customers sing receipts.
* Count cash at the end and beginning of each shift.
* Maintain periodic transaction and sales reports.
* Ensure management of daily cash accounts.
* **Receptionist & Telephone Operator** :- AL Khoory Hotel (**DUBAI**) 04/07/2015 – 15/03/2016
* Courteously greet visitors and employees and cater to their special requests, needs and complaints
* Answer and forward phone calls to appropriate individuals and departments
 Prepare incoming and outgoing mail and packages
* Oversee maintenance of the reception and waiting area
* Coordinate customer payments and billing
* Work independently and collaboratively on assigned tasks
* Hear and resolve complaints from customers or the public.
* Provide information about establishment, such as location of departments or offices, employees within the organization, or services provided.
* File and maintain records.
* Transmit information or documents to customers, using computer, mail, or facsimile machine.
* Schedule appointments and maintain and update appointment calendars.
* Receive payment and record receipts for services.
* Keep a current record of staff members' whereabouts and availability
* **Customer Service** :- GVK SHOPPING Mall (**Hyderabad India**)

 02/08/2014 – 10/05/2015

* Greet Customers as the Arrive and ask to provide and kind of Assistance
* Provide Information on the companies and shops service
* Research required information using available resources
* Manage and resolve customer complaints
* Provide customers with product and service information
* Enter new customer information into system
* Update existing customer information
* Process orders, forms and applications
* Identify and escalate priority issues
* Route calls to appropriate resource
* Follow up customer calls where necessary
* Document all call information according to standard operating procedures
* Complete call logs
* Produce call reports

**SKILLS:**

* Excellent Knowledge in all windows platforms (Word,PowerPoint).
* Telephone & Front Office Reception.
* Good Coordinator.
* Team work.
* Good command over handling the Documentation.
* Can manage Multiple Tasks.
* experience in a retail, customer service or sales environment
* basic business administration knowledge
* good communication skills
* customer service orientation

**REFEREES:** Available upon request.