**Mohammed**

[**Mohammed.352172@2freemail.com**](mailto:Mohammed.352172@2freemail.com)

To obtain a full-time position as an Administration / Customer Service professional in your esteemed firm staffing, where I can apply my knowledge and experience toward the growth and development of your organization.

**Highlights of Qualifications:**

* **5 Years experience in Retail sales Customer service Management with increasing responsibility.**
* **Excellent Communication skills in Arabic, English, Hindi and Malayalam**
* Record of hiring, training and developing staff in retail and services provision.
* Keen attention to detail and customer focussed management skills
* In depth knowledge of supervising staff to ensure cleanliness and tidiness of premises.
* Proficient in responding to guests queries and resolving problems efficiently.
* Exceptional interpersonal and communication skills developed from experience in security and marketing industry
* Highly developed analytical and problem solving skills demonstrated at various times
* Proficient in Microsoft Office Suite, Word, Excel, Access, PowerPoint and other social media avenues
* Demonstrated ability to work independently, take initiative and follow through on work assignments
* Ability to work effectively within a team environment and maintain productive working relationships with managers, employees, union officials and the general public

**Notable Key Accomplishments**

* **Represented Axiom Sales Advisor on Electronics and telecommunication (GITEX Shopper)**
* **Recommendation Award in ONE MOBILE Stand for exemplary customer service in World Trade Center Dubai**
* **Designee of Human Resources recommendation from One Mobile for excellent customer service and client Management.**

# Relevant Professional Experience:

**AXIOM TELECOME, Dubai - Jan’13 – Nov’16**

**Sales Advisor & Customer Service Officer**

**Reporting: Regional Sales Manager**

* Being responsible for processing cash and card payments; Stocking shelves with merchandise.
* Reporting Discrepancies and problems to the supervisor.
* Giving advice and guidance on product selection to customers.
* Balancing cash register with receipts.
* Responsible dealing with customer complaints.
* Working within established guidelines, particularly with brands.
* Greet customers as they arrive at the store and provide them with information about products and/or services.
* Respond to customers’ complaints and resolve their issues
* Scan items and ensure pricing is correct.
* Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
* Answer customers' questions and get a manager if answer doesn't solve the issue.

**Safiya Travels International, Malappuram, Kerala - Jun’11 – Sep12’**

**Office Manager / Customer Service Manager**

* Managed smooth running of the travel center without any hassles
* Maintained up-to-date records at all times.
* Assisted with the development of the call center's operations and training purpose.
* Worked with upper management to ensure appropriate changes were
* made to improve customer satisfaction.
* Determine the needs of customers by understanding them in listening calls.
* Trained staff on how to improve customer interactions.
* Provided detailed monthly departmental reports and updates to senior management.
* independent and solid team member with excellent customer service abilities.
* high level of energy and enthusiasm, from the first call of the day to the last.
* Worked as a team for using quality monitoring data management system
* for compiling and tracking performance data.
* Provided accurate and appropriate information in response to customer inquiries.

**Educational Qualification**

* Bachelors in Business Administration **(BBA)** Calicut University, Kerala
* Advanced Diploma in Computer Applications (MS Word, Power Point, MS Excel)
* Excellent advanced internet skills Training Certificate

**Personnel Dossier**

* Date of Birth: 05/06/1990
* Nationality: Indian
* Religion: Islam
* Languages: English,Arabic,Hindi Malayalam
* Marital Status: Married
* Driver’s License: Valid UAE License

**Excellent Professional and Character references shall be provided on request**