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**Mohammed**

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**Career Objective:**

To obtain a position in sales& customer service where I can utilize my experience & make use of my knowledge & skills by being a part of dynamic team & work towards self and organizational growth.

**WORK EXPERIENCE**

**Company:** Planet Fashion, an Aditya Birla Group Company

**Designation:** Sales Advisor

**Duration:** May2014 till Jan2017

**Key Result Areas:**

* Indoor sales and attending walk in customers
* Advise customers regarding the ongoing promotions & bundle offers and increase the sales revenues
* Handling complex customers queries and complaints
* Ensuring visual marketing and styled window displays are in line with seasonal themes
* Analyzing the buyers trend and advising the store manager regarding the demanded inventory
* Ensuring the minimum inventory level is maintained at all times by replenishing the stock in time
* Maintaining the customers database
* Invoicing and cash control

**Company:** Omega Health Care Services

**Designation:** Process Executive

**Duration:** Jan2013 till Feb2014

**Key Result Areas:**

* Advise customers of available personal insurance products that suits their lifestyle
* Look for new clientele by means of telemarketing with the goal of generating new prospective clients
* Staying abreast of the ever-changing environment by attending meetings, seminars and programs to further learn on new products and services
* Be a trusted advisor helping clients manage the risks of their everyday life by educating them about potential gaps in their insurance coverage
* Provide prompt, accurate, and friendly customer service which includes responding to inquiries regarding insurance availability, eligibility, coverages, policy changes, claims submissions, and billing clarification
* Assists with maintenance of client policies and data entry of book of business in the paper unit
* Cross trained for customer service, customer retention department
* Perform adjustments; maintain detailed records of policy transactions, complaints and data entry functions
* Process client accounts in accordance with the departmental and institutional policies and procedures.
* Communicate with client via telephone& e-mails

**Education:**

* Grade 12, National Institute of open schooling, Mangalore, India
* Grade 10, Crescent International School, Chennai, India

**Technical Skills:**

* Microsoft Office
* Microsoft Outlook
* Adobe Photoshop

I certify the above information is true to the best of my knowledge & references can be provided upon request.