

**Mohammaed**

[**Mohammaed.366010@2freemail.com**](mailto:Mohammaed.366010@2freemail.com)

**Career Objective:** Primary objective is to continue career development in a post of greater potential and responsibility, which will provide challenge and stimulation of high degree of job satisfaction and by investing the best of my knowledge & educational qualifications and to serve with an outstanding output.

**Professional Qualification:**

2010-2013: **Shri Bhartiya Shiksha Parishad (Uttar Pradesh University)** Bachelor of Commerce Programme

2010: Uttar Pradesh Board **(Higher Secondary Certificate [H.S.C])**

2008: Madhya Pradesh Board **(Secondary School Certificate [S.S.C])**

**Experiences**:

**January 1, 2016 – April 15, 2017** : Teleperformance, Indore, India  
 Website: www.teleperformance.com  
 Position – **Customer Service Executive/Quality Manager**

* Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
* Managing and handling relationship with the major corporate clients & ensuring MIS Reporting.
* Assessing the customer feedback, evaluating areas of improvements & providing critical feedback to the associates on improvements and achieving higher customer satisfaction matrices.
* Undertaking responsibilities of removing unnecessary procedures in process for efficient functioning.
* Tracking performances of the team members and suggesting areas of improvements, facilitating & imparting training and monitoring the improvements on a continuous basis.
* Maintaining & ensuring stringent adherence to quality standards, identifying gaps and opportunities. Handling on-boarding calls for enhancing the service delivery.
* Sourcing potential new customers and maintaining regular contact with existing customers.
* Fully understanding customer’s needs and requirements.
* Support customers across Telecommunication and conduct needs-based selling by using scripted probing techniques to determine customer needs and to offer the most appropriate product or service to address their needs.

**November 09, 2014 – December 09, 2015** : Saudi Binladin Group (Architecture,Building Construction & ifcg)  
 Website: www.sbg.com.sa  
 Position – **Production Supervisor**

* Set daily/weekly/monthly objectives and communicate them to employees
* Organize workflow by assigning responsibilities and preparing schedules
* Ensure the safe use of equipment and schedule regular maintenance
* Check production output according to specifications and submit reports on performance and progress
* Identify issues in efficiency and suggest improvements, strict safety guidelines and company standards
* Train new employees on how to safely use machinery and follow procedures

**August 01, 2009 – August 05, 2014** : Nafees Global Food and Bakers  
 Website: www.nafees.com  
 Position – **Store Keeper and Production supervisor.**

* Plans and performs work that involves ordering, receiving, inspecting, returning, unloading, shelving, packing, labeling, pricing, delivering, and maintaining a perpetual inventory of forms, office supplies, and various types of equipment
* Rotates stock and arranges for disposal of surpluses.
* Keeps records to maintain inventory control, cost containment and to assure proper stock levels
* Coordinates freight handling, equipment moving and minor repairs
* Oversees mail handling and courier service.
* Operates simple office machines (which may in some cases include computer assisted inventory, automotive equipment, and may operate a forklift or other light equipment used in moving heavy items)
* May participate in the selection, training and supervision of subordinates, when applicable
* Performs related and peripheral site-specific duties as required

**Skills & Strengths:**

* Administration & Operational
  + - Organized and prioritized personal schedule also Implementing new reporting procedure
    - Arranged meetings and liaised with department heads regarding day-to-day issues
    - Re-organized and improved department filing system and worked to strict deadlines
* Communication & Co-ordination
  + - Reported findings of annual survey to senior management & prepared publicity material for department Open Day
    - Worked on department stand dealing with enquiries on Open Day
    - Successfully mediated conflicts between staff and faculty
    - Managerial and Interpersonal and managed a vast team
    - Facilitated staff planning meetings, promoting individual high level of personal achievement
    - Evaluated individual work performance and advised on career development
* IT
  + - Customized database to suit unique departmental needs
    - Experienced in Windows XP, Windows 7, Windows 8, Windows 8.1, Windows 10 and Office Applications: MS-Office, MS-Word, MS- Excel, MS-Power point, MS-Outlook.

**Place – Dubai, UAE**