

**Mohammad**

#### (Administration, Customer Service and Supervisor)

**Mohammad.372323@2freemail.com**

**SELF APPRAISAL:**

**AREAS OF EXPERTISE**

* 14+ years of experience in Administration, Customer Service and operation.
* Outgoing, confident, social, positively memorable
* Strong customer/client building skills
* Excellent communication skills: written, verbal and online
* Performance management and self-motivation
* Ability to work in a multicultural team – effectively and efficiently
* Database management and computer literacy
* Initiative, proactivity and good team player
* Flexible attitude, ability to perform under pressure
* Organizational and Presentation skills
* Diplomatic and having excellent problem solving aptitude.
* Excellent time management
* Ability to work autonomously and multi-task

Hard working, adaptable and self-motivated, offering great potential for professional growth and achievement through determination and perseverance. I possess a pleasing personality and have the ability to communicate and interact with customers and clients and have a high degree of enthusiasm and willingness to put in extra efforts whenever required to any job or responsibilities assigned to me.

##### **CAREER OBJECTIVES:**

##### To secure a promising position that offers both a challenge and a good opportunity for growth. To work with the company that has an excellent environment where I can grow as a productive person who has a passion for new learning and drive for success.

# PROFESSIONAL EXPERIENCE:

**In Overseas Organization** (14+ years)

**Company Profile:**

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**Vibrant International LLC,** Dubai, U.A.E. A General Trading Company specialized in foodstuff and Cosmetics products. **Working from October 2014 till date.**

**Job Functions:**

* Responsible for Business Development, Sales Generation and Brand establishment.
* Responsible for Client relationship building, researching the market, gathering customer information, acting as business main focal point.
* Responsible to design and implement a strategic business plan that expands company's customer base and ensure it's strong presence.
* Achieving growth and hitting sales targets by successfully managing the sales team
* Participate in industry or promotional events (e.g. trade shows) to cultivate customer relationships.
* Handle objections by clarifying, emphasizing agreements and working through differences to a positive conclusion. \* Use a variety of styles to persuade or negotiate appropriately.
* Present an image that mirrors that of the client.
* Monitors competition by gathering current marketplace information on pricing, products, new products, delivery schedules, merchandising techniques, etc.
* Resolves customer complaints by investigating problems; developing solutions; preparing reports; making recommendations to management.

**ACADEMIC COMPETENCY:**

* **B.B.A** from Madurai Kamraj University
* **H.S.C**. (Science) in March 1997 from B.S.E.B Board
* **S.S.C**. in March 1995 from I.C.S.E Board

**COMPUTER PROFICIENCY:**

* **DISM** – Diploma in Information System Management from APTECH Computer Institute.
* **APPLICATIONS** – Word, Excel, PowerPoint, Internet Explorer & PageMaker
* **PROGRAMS -** MS Office, Outlook, Corel Draw, FoxPro
* **SOFTWARE -** Quick Books / Tally, Armada, WPS, CRM, Reflect
* **HARDWARE & NETWORKING -** Certified in Hardware and Networking from NIIT Computer Institute.
1.  **Inoquest Labs Industries LLC,** Dubai, U.A.E. A chemical manufacturing company specialised in High quality of Disinfectant and Antiseptic products.

**Job Functions:**

* Assists the Sales and Marketing Director with organisational skills, account strategies, territory planning and administrative responsibilities.
* Develop and increase sales revenue to meet assigned targets.
* Responsible for Client relationship building, researching the market, gathering customer information, acting as business focal point.
* Planning day-to-day work plan with the Business Development Director and preparing work flow chart, reviewing sales performance, aiming to meet and exceed targets.
* Provide leadership to encourage a cohesive, customer focused, and motivated sales team.-Research and deploy new sales initiatives to develop new opportunities in growing markets.
* Provide support in general business development activity including attending meetings, preparing product proposals/price quote, product sampling, delivery, cheque collections, etc.
* Keeping clients informed of new products/promotions, services and other general information of interest to customers..
* Representing the company at trade shows, networking events and client related gatherings.

**3.**  **GARGASH ENTERPRISES** in SIXT Rent a Car Dept. (Dealer of Mercedes Benz in Dubai and northern Emirates).

**Job Functions:**

* Fully responsible for day-to-day operation, generating day-to-day Sales Report, Management Report and Turndown Report. Closing Contract, invoicing and all back office jobs.
* Responsible for maintaining accurate records of documents and papers to enable their easy retrieval.
* Work independently in an integrated team and communicate with diverse groups of people across all levels and cultures, meeting with corporate clients sending quotation and negotiating rates.
* Handling all type of reservation (online & phone calls) and make bookings while delivering the highest levels of customer service, thereby creating customer loyalty and repeat sales.
* Responsible to supervise and allocate the operation team to perform their job accordingly (in Airport, hotels & Head office).
* Responsible for arranging drivers for chauffeur, transfers and pick up for the passengers of executive flights and customers from different location while managing 1300 cars in fleet and serving the customer at any point of time.
* Respond to all customer queries via telephone and emails ensuring prompt resolution to prevent further escalation.
* Responsible for overall growth of the company, developing new business and maintaining daily, weekly, monthly and long-term lease customers.

**4.** (*Emirates General Petroleum Corporation*) an ISO 9001, 14001, 18001 & Dubai Quality Award Winner Corporation, reputed in providing excellent Customer Service and Retail Services to the customers in the Middle East.

**QUALIFICATION AND TRAINING:**

* Training on Armada (police online CRM system).
* Training on Kerridge, Viper software and latest Ruby VeriFone cash register.
* Training on High standard Customer Service Skills.
* Certified in Fire Fighting Programmes.
* Training on Sales & Promotion from EMARAT & Marriott Vacation Club Hotel.
* Service Excellence training/ Presentation Skills
* Career Orientation towards the future of hospitality management
* Leadership Training in EMARAT
* Environment and Organization Planning Seminar in EMARAT

**HOBBIES & INTEREST:**

* Sports
* Voluntary work
* Fund-raising

**Job Functions:**

* Responsible for day-to-day reconciliation/Bank reconciliation, local and foreign currencies, Sales Report and Administrative works.
* Handling cash register and credit cards while giving high quality customer Service. Briefing about special offers and discounts to every customer.
* FIFO/Standard Merchandising Operational Procedures and maintaining the required stock in Gondolas and Stores, while keeping stock and Inventory record.
* Responsible to ensure the Corporations Customer Service activities are carried out correctly by each individual.
* Following customer queries, staff grievances, station maintenance and accident.
* Ensuring that facilities meet government regulations, environmental, health and security standards (Civil Defense/Municipality)
* Prepare and review operational reports and schedules to ensure accuracy and efficiency.

**PERSONAL DETAILS:**

Date of Birth : 9th July 1978

Nationality : Indian

Language Proficiency : English, Urdu, Hindi, Bengali, Arabic

Driving License : Valid U.A.E. License (12+yrs)

Availability : Immediately

Visa Status : Immediate Visa Transfer required

**REFERENCES:**

Upon request

***Mohammad***