**MOHSIN**

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**PROFESSIONAL SUMMARY**

Motivated customer service specialist with over 3 years retail experience in a fast-paced, team-based environment. Patient and empathetic customer services with extensive background in conflict resolution and customer care. Looking for employer role. Customer service professional seeking a management role. Skilled in training staff and establishing a rapport with clients. Self-motivated with exceptional communication and computer capabilities.

**Education**

**INTERMEDIATE** (Science Pre. Eng) 2012 — 2013

C.B.S.E. Board

* Physics , Chemistry , Mathematics , English

**MATRICULATION** 2010 — 2011

C.B.S.E. BOARD

* Science , Social Studies , Mathematics , English

**DIPLOMA**

Microchip Technology India Pvt Ltd DELHI, India 2014 — 2014

* COMPUTER SUPPORTENGINEER

**SKILLS**

* Quick learner
* Trusted key holder
* Multi-line phone talent
* Cash flow management
* MS Windows proficient
* Front desk experience
* inventory biz knowledge

**Work experience**

**Organization : ShitalGlobal General Trading LLC, Dubai, UAE**

**Position : STORE INCHARGER**

**Duration : Nov 2015 — Apr 2018**

**Job responsibilities**

* Set up and explained new membership contracts.
* Communicated all retail initiatives and promotions to customers to generate return business.
* Served as the main liaison between customers, management and sales team.
* Restocked inventory every month and reviewed cash operation data to verify proper replenishment.
* Answered an average of 50calls per day by addressing customer enquiries, solving problems and providing new product information.
* Designed displays to make the shop experience interactive, engaging and reassuring.
* Contacted customer to follow up on purchases, suggest new merchandise, and inform them about promotions and upcoming events.
* Participated in physical inventory counts every 3 months.
* Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
* Helped drive sales goals and achieve monthly quotas.
* Managed a wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.

**Organization : Afosever Computer, India.**

**Position : Computer Support Engineer**

**Duration : 2014 — 2015**

**Job responsibilities**

* Installing and configuring computer hardware operating systems and applications.
* Monitoring and maintaining computer systems and networks.
* Talking staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues.
* troubleshooting system and network problems and diagnosing and solving hardware or software faults
* Replacing parts as required.
* Providing support, including procedural documentation and relevant reports.
* Responding within agreed time limits to call-outs.
* Working continuously on a task until completion (or referral to third parties, if appropriate).

**Personal details**

Date of Birth : 30/11/1994

Nationality : Indian

Marital status : Single

Visa status : visit visa

**References**

References available upon request.