

# CURRICULUM VITAE



## **Mohammed Younus**

Dubai, United Arab Emirates

Mobile No. 050 7651991

Email Address: [mdyounus\\_dxb@yahoo.com](mailto:mdyounus_dxb@yahoo.com)

LinkedIn Profile: [linkedin.com/in/mohammed-younus-887390a8](https://www.linkedin.com/in/mohammed-younus-887390a8)

## **CAREER SUMMARY**

To obtain challenging career and position with a growing organization, which offers good advancement, opportunities and utilize the skills I have obtained through previous work experience. I believe that my strong technical experience and education will make me a very competitive candidate for any suitable position.

## **SPECIALIZATION**

- 9 Years' Experience in Customer Service Roles working in Dubai, UAE
- Experience of Sales Promotions, Merchandising, Executive Assistant, Call Centre Agent, Telecom Agent, Sales, PRO, Driving, Customer Service, Meet & Greet Services, Expert in Data entry duties & Office Works.
- 5 Years+ UAE Driver License (LMV), excellent knowledge of all UAE Roads.
- Excellent interpersonal, telephone and customer service skills
- Ability to communicate fluently in English both in writing and verbally
- Knowledge of Contact Centre and airline industry procedures and methodology
- Presentable and know how to talk and handle customers
- Positive and pro-active attitude towards work
- Ability to work in a busy sales team environment.
- Active, hardworking & honest
- Updates job knowledge by participating in educational opportunities.

## **IT SKILLS**

- MS Office, MS Windows, PC hardware, PC network Concepts, Internet Explorer and expert in data searching/Online services through internet. Standard Fares and ticketing courses, Fairly fast typist.
- Installation, Set-up, Configuration and Maintenance of OS or any Software. Knowledge of Computer Assembling and Trouble shooting.

## **EMPLOYMENT HISTORY**

- ✓ Currently working as an Office Coordinator at ECO TAX ACCOUNTING & BOOKS KEEPING ORGANIZATION, AJMAN-UAE from February 2019.
- ✓ Worked as an Interviewer for LEYHAUSEN Middle East from 12-01-2018 to February 2018 (Part Time)
- ✓ Worked as Sales Promoters for DELL Laptop (DSF Promotions) at Sharaf DG. (January 2018)
- ✓ Worked as an Interviewer for ENOC from 10-December-2017 to 10-01-2018 (Part Time)
- ✓ Worked as a Sales/Merchandiser for Sharaf DG from November 2016 to December 2017 (part time)
- ✓ Worked as Sales Promoter in DU TELECOM, DUBAI from 28-August-2015 to October 2016. (Part Time)
- ✓ Worked as a Customer Service Representative at ETISALAT OUTLET- SHJ from 04th October 2014 to January 2015. (Part Time)
- ✓ Worked as an Application Verification/Scanner at ETISALAT- Sharjah Head Office.  
Department: Customers Documents Management System (CDMS) Department from 14<sup>th</sup> June 2014 to 16<sup>th</sup> September 2014. (Part Time)
- ✓ Worked as Office Administration in HIGH QUALITY CURTAINS & FURNITURE LLC-DUBAI, U.A.E from April-2008 to May 2014
- ✓ Worked as Receptionist in Hotel Mishuk- Bangladesh from January 2005- March 2007

### PROJECTS WORK WITH:

Junior Faculty	NIIT Centre - Bangladesh	2006
Customer Service	Overseas Travels Agency - Bangladesh	2005
Marketing/Sales	Genetic Computer Systems - Bangladesh	2003

### EDUCATION HISTORY

Higher School Diploma	Rajapalaong M.U Fazil Madrashah – Bangladesh	2006
Secondary School Certificate	Lama Fazil Madrashah – Bangladesh	2011
A+ Hardware & Operating System Concepts	National Institute of Information Technology	2003
MS OFFICE 2000/XP	National Institute of Information Technology	2003

### PERSONAL DATA

Birth Date	:	20 March 1986	Visa Expire	:	19-01-2021
Passport No	:	BE0751038	Passport Issue Date	:	03-03-2015
Religion	:	Islam	Passport Expiry Date	:	02-03-2020
Gender	:	Male	Civil Status	:	Married
Nationality	:	Bangladeshi	Visa Status	:	Residence (Own Visa)
Emirates ID	:	784198696938293	NOC	:	Available

### LANGUAGES KNOWN

Excellent in Reading, Writing and Speaking English, Arabic, Urdu and Bengali Languages

REFERENCES: *Available upon request*

### DECLARATION:

I hereby certify that the above given particulars furnished by me are true and accurate to the best of my knowledge.