

MOHAMMAD MOHIUDDIN

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CAREER OBJECTIVES

Seeking a position to utilize my skills and abilities in Customer Service Industry that offers professional growth while being resourceful, innovative and flexible

PROFESSIONAL STRENGTH

- Dynamic customer service professional experienced in both call-centre and retail store
- Outstanding communication and interpersonal skills
- Excellent time management and organizational skills
- Persuasive, emphatic with good analytical and problem-solving skills
- Highly proficient in handling customer care services
- Ability to deal with external and internal customer support in a professional manner
- Quick learner, detail oriented and ability to adapt to new processes in limited time frame
- Multi-tasking skills and ability to work under pressure
- Excellent team player with good listening skills
- Strong work Ethics
- Familiar with basic operating systems like Microsoft Outlook, Office and the Internet

PROFFESIONAL EXPERIENCE

Own Garment Business

Location – Kolkata (India)

February 2015 – December 2020

- Started my own garment business which was running well until end of 2019. However, because of countrywide lockdown in 2020, the business incurred heavy loss because of which had to close it

Steve Madden Ltd.

Location – Dubai (UAE)

Designation – Sales Executive

September 2012 – January 2015

- Maintained Store Hygiene and Cleanliness with proper Housekeeping
- Kept proper track on quality Visual Merchandising
- Followed up BOE format & updated Daily Sales logbook on regular basis
- Administered and reported compliance
- Provided excellent customer service & maintained complete standard in customer's satisfaction by demonstrating knowledge of product and service
- Achieved store & Individual targets
- Accurate stock ordering to maximize the sales
- Forward warehouse management
- Managed cashier activities in areas of purchasing, returns, and exchanges, and enforced store policies
- Enrolled customers for Loyalty Program

- Managed back store & kept proper track of stock requirement
- Maintained complete grooming standard inside the store
- Actively participated in Stock Take operation

X Creation Software Pvt Ltd

Location – Kolkata (India)

January 2011 – August 2012

Designation – Team Leader

- Day to day management and support of the Customer Service team alongside priority of uate support services are provided actual front line delivery of key customer service tasks and responsibilities including call answering and general administrative duties
- Planed and ensured staffing is appropriate to the demand
- Positively supported and communicated with internal teams and ensured adeq
- Monitored compliance
- Cascaded management information to the team
- Prepared and managed team/individual performance report
- Listen to calls and provide feedback to the subordinates

Sanjeri Software Pvt Ltd

Location – Kolkata (India)

February 2008 – February 2010

Designation – Customer Care Executive

- Responded to telephone inquiries and provided quality service to customers
- Attentively listen to caller needs to ensure a positive customer experience
- Strive for quick complaint resolution; commended by supervisor for the ability to resolve problems on the first call and avoid escalation of issues
- Access electronic and paper cataloguing systems to look up product information and availability
- Documented all inquiry activities in the appropriate reporting system
- Provided responses to inquiries in writing (where required) using professional email skills

Pantaloons Pvt Ltd

Location – Kolkata

January 2007 – January 2008

Designation – Sales Executive

- Provided excellent customer service while on the selling floor, fitting room and front end
- Stocked and replenished merchandise when necessary
- Received and processed cash, check and credit payments
- Recommended, selected and helped locate merchandise based on customer needs and desires
- Styled mannequin designs and managed the store front
- Handled merchandising, cleaning, and stocking

Educational Qualification

- Higher Secondary (XII)

Personal Details

- Name – Mohammad Mohiuddin
- Date of Birth – 06 June, 1982
- Marital Status – Married
- Address – 14/1, Roshan Guldar Lane, Howrah – 711101

Place:

Date:

Signature

(Mohammad Mohiuddin)