

CURRICULUM VITAE

SALMAN YEZDANI SAMDANI



EDUCATIONAL QUALIFICATION:

- **Master of Business Administration** – York St. John University – Expected completion: January 2022
- **Diploma in Strategic Management and Leadership LEVEL 7** – OTHM Qualification – Expected completion: April 2021
- **Bachelor of Business Administration (Retailing)** – Jaipur National University – January 2020
- **Diploma in Logistics & Supply Chain Management LEVEL 4** - Brentwood Open Learning College – Certification from ABC Awards – January 2017
- **Higher Secondary Education** – Rajiv Gandhi Council for Engineering Technology and Management – March 2016
- **O'Levels** – Grammar School, Dubai, UAE – March 2015

EXPERIENCE:

- **Customer Service Executive** – Dubai Electricity & Water Authority
– October 2017 – Present.
- **Customer Service Executive** - Sharaf DG Electronics
– February 2016 to February 2017.
- **Promotions** – Project based.

WORK KNOWLEDGE:

- Microsoft Office
- SAP – Customer Relationship Management (CRM)
- Data Analysis
- Service Industry & Customer Care

LANGUAGES KNOWN:

- **English** Written & Spoken: Fluent
- **Urdu** Written & Spoken: Native
- **Arabic** Written & Spoken: Basic

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SKILLS:

- Complaint Handling
- Communication
- Task Fulfilment
- Situational Leadership
- Time Management
- Problem Solving
- Consultative Approach
- Teamwork
- Energetic & Creative
- Work well with multi-cultural environment

PERSONAL DETAILS:

- Residential Address: Abdulaziz A3, Al Nahda, Sharjah, UAE
- POB: Hyderabad, India
- DOB: 19th July, 1998
- Nationality: India
- Driving License: UAE – October 2016

CONTACT DETAILS:

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