



Mohd Sirajul Islam

Customer Service/ Sales Executive

Motivated, results-driven & experienced Customer Service/ Sales Executive with over 10 years of extensive and diversified experience. Flexible and versatile thrives on rapidly changing situations & deadline-driven environments, and always remains open to new challenges. Acquired highly developed sets of skills with a proven ability to manage personnel and programs, improve processes, and accomplish objectives regardless of budget cuts and time constraints. Recognized and respected for meticulously decisive processes and operational development prowess that leads to sustained organizational growth. Exceptional communicator, skilled at developing highly productive relationships with vendors, clients, and stakeholders. To secure a position that will utilize my organizational abilities and educational background and be an active part of the company in achieving its goals.

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📍 Dubai, United Arab Emirates

SKILLS

Administration Operations Management Communications Budget Management Client Relations
Customer Services Sales Management Resource Management Problem Resolution Payroll Management
Quality Control Records Management Vendor Management Workflow Management Team Leadership

WORK EXPERIENCE

Shop In Charge

Al Shamael Auto Maintenance Workshop

2012 - 2018

Dubai, UAE

Achievements/Tasks

- Responsible for supporting operations, and controlling costs through procurement, assessing the automotive needs, determining how automotive decisions affect operations; overseeing routine and emergency maintenance activities; making decisions regarding maintenance and repair contractors; ordering parts and supplies, managing staff, ensuring compliance with applicable laws, and making sure the company's automotive needs are addressed.
- Managed day-to-day operations including but not limited to procuring new vendors/suppliers; negotiating rates; purchasing goods on behalf of customers, clients, and the business; collecting cash and cheques from customers and clients and depositing it into the bank; maintaining a required number of stocks of goods; assisting and training the technician with diagnosis and repair of vehicles and sale of goods and services; attending customer grievances and resolving it with the technician, and implementing recommendations from various government establishments like Municipality, Economic Department and Civil Defense.
- Oversaw planning and scheduling of all repair work to increase productivity.
- Monitored operational performance and efficiency and took actions to redirect activities appropriately.
- Coordinated with the shop owner and developed ways to improve sales and retention of customers.
- Prepared payroll (WPS) and passport, Visa, Emirates ID Trade License and other government and ministry documents and kept them up to date to avoid paying fines and Penalties.
- Analyzed customer vehicles and provided an estimate of necessary changes and repairs required.

Freelance Promoter / Host and Promoter Supervisor

Various Events / Exhibitions and Concerts in DWTC and Various Venues in UAE

2013 - 2018

UAE

Achievements/Tasks

- Responsible for employing workers to handle the event activities; interacting with guests and making them feel comfortable; facilitating activities as per the schedule, and assisting in case of need.
- Promoted and sold the products by using Flyers or samples to visitors of the supermarket, Petrol station or Event Venue.
- Provided product training to supermarket sales staff and new along with the agency or company representative for the product and offers/ promotions associated with the product.
- Assisted Event Managers with various aspects of running the event smoothly and successfully, and performed additional tasks as assigned by them.
- Responded efficiently and professionally to any emergency situation, and notified the appropriate professional staff member.

WORK EXPERIENCE

Freelancer

Plan B Advertising

2014 - 2018

Dubai, UAE

Achievements/Tasks

- Assisted in recruitment of Temporary event staff from various social media platforms, in-house databases, and colleagues while providing training and briefing to event staff along with the client and company representative for the event.
- Prepared daily expense and post-event financial reports, sent them to the agency managers, and also assisted in the sourcing of new vendors for the company and negotiations of prices for goods and services.
- Assisted Event Managers with various aspects of running the event smooth fully and successfully, and performed various Ad Hoc duties required by the event manager.
- Informed and oversaw the repair/fix of minor technical faults in the company's/supplier equipment with the company's own technical staff and suppliers.
- Informed the event venue and interested guests about the products and services offered by the company.

Sales and Customer Service Executive

Samsons Technologies Du Telecom Franchisee

2011 - 2012

UAE

Achievements/Tasks

- Responsible for explaining to the visitors of the shop about various SIM cards, mobile phones, TV, packages available, features and benefits of Mobile phones available in the store, and offers associated with them.
- Oversaw the customer service process while following communication procedures, guidelines and policies.
- Built sustainable relationships and trust with customer accounts through open and interactive communication.
- Provided accurate, valid and complete information by using the right methods/tools, and also met personal/customer service team sales targets and call handling quotas.
- Handled customer complaints, provided appropriate solutions and alternatives, and followed up to ensure resolution.
- Kept records of customer interactions, and processed customer accounts and file documents.

EDUCATION

Bachelors in Business Administration

American College of Dubai

2015

Dubai, UAE

Major

- Business Management, Human Resource Management

TECHNICAL SKILLS

MS Excel

Siebel CRM

SAP ERP

MS PowerPoint

MS Word

LANGUAGES

English



Bangla



Hindi



Urdu



PERSONAL DETAILS

Date of Birth 02-07-1991

Nationality Bangladesh

Marital Status Single

Driving License Valid UAE Driving License

REFERENCES

Available upon request.