

MUHAMMAED UMAR NAVID

(Customer Service, Sales, Call-Center)

Contact : +971 50 700 4995

Date of Birth : 4th-April-1995



PROFESSIONAL SUMMARY

Enthusiastic customer service professional with 6 years of experience working as a liaison between consumers and corporations. Skilled communicator and listener with a knack for remedying conflict, and keen organizational skills which allow for effective delivery of outstanding service. Maintain the highest level of integrity; dedicated to providing reliable and friendly service without ever compromising the reputation or competencies of the organization. Highly motivated and outgoing individual. Competent team player who can successfully inspire fellow colleagues.

CORE SKILLS

- Customer services
- Call Center Operations
- Team Collaboration
- Customer engagement
- Goal- oriented
- Inbound/Outbound sales, cold calling
- Experienced in Events/Promotions and Product launches (Electronics, Banking, Telecom, Real estate and Automobile)
- Complaint Handling
- Administration
- CRM and data entry
- Build Client Relations
- Problem solving
- MS office skills
- Document controlling
- Processing cheques
- Generate sales and exceed targets
- Analytical and detail oriented

WORK EXPERIENCE

Verifier for cycling event 2020 30x30 Fitness challenge Event 2020

Nov 2020

- Analyze and verify age, ID and other event related requirements
- Print badges
- Ensure Covid related safety measures are taken by participants

Processing Administrator - Operations Emirates NBD indirect institutional sales

Nov 2018 - July 2020

(Via third party recruiter - PACT Human Resource Management).

- Skills of ensuring that procedures are explicitly adhered to and deadlines are achieved without sacrificing quality

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- Process trade finance transactions by applying up-to- date knowledge of procedures and practices relevant to own area of work in order to ensure accurate work completion and compliance.
- Ensures that all processing services are executed accurately and timely in order to deliver service to customers (internal / external) as per stipulated standards.
- Adheres to compliance and control policies / procedures when performing tasks to ensure there is no violation of internal guidelines, policies, or sanctions / regulations.
- Effectively communicate at all levels including with the customers and staff.

Sales/ Customer Care Agent

May 2017 - Oct 2018

Crazy Car Corner – Used Cars (Al-Barsha, Dubai – UAE)

(One of the leading Online Car Buying/ Selling companies in UAE).

- Worked as a customer service associates and lead weekly discussions to set sales goals as individuals and as a team.
- Communicate directly with customers on the floor and ensure their shopping experience is pleasant, productive, and memorable, and to mediate any situations that may have escalated.
- Work with the store supervisor to train new associates through video simulations, in-class instruction, and shadowing shifts on the floor.
- Set a precedence for fellow team members to follow and maintain an enthusiastic attitude, friendly demeanor, and integrity-driven conduct at all times.

Call Center Agent/ Tele-sales & support

Dec 2015 – April 2017

Dimension Marketing Consultancy (Dubai - UAE)

(A major call-center for banks and other telecommunication companies, operating in UAE).

- As an Outbound Agent, provided calling services for bank clients;
- Offered products as cross selling to existing and potential customers.
- Procured relevant client information for verification purposes;
- Assisted in having subscriptions provisioned;
- Uploads and updated all information in the CRM;

KIOSK Sales – Promotion Agent,

Jan 2014 – Nov 2015

Reach Marketing Research (Dubai – UAE)

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(A marketing firm which deals in product promotions, events and product launch).

- Worked on a team with 4 other individuals to maintain the OSN (Orbit Showtime Network) mall Booth that was clean, organized, and customer-friendly.
- Increased personal sales goals from 10% to nearly 35% during my period of working, through consistent effort and regular meetings with the customer service manager, team and self-motivation.

Customer Service Representative

2010 – 2013

Hania Tours (Dubai – U. A. E)

(An Outbound tour operated registered with Dubai Tourism Department)

- Answered nearly 60 calls daily from customers inquiring about product usage, billing issues, or general company information.
- Received recognition on four different occasions for mediating conflict and keeping the business throughout the process.
- Learned about all different products and competently provided customers with information about each one, complementary products, and suggestions for their usage.

EDUCATION

2018 Bachelor of Business Administration – (ONGOING TRAINING)

Westford, Sharjah Campus – UAE.

2012 Far eastern High School

2009 Arab Unity School