



Mohammed Fahad Uddin

Customer Service Manager | Senior Sales Coordinator | Purchase Executive

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PROFILE

An astute Purchasing Executive Officer and Sales Coordinator with 7 years of experience in support domains. Handling customers and vendors, suppliers globally. Broad knowledge of customer relationship (CRM), account, project, and vendor/ supply management. Competent to train and develop the teams for highest productivity using team leadership abilities. Highly analytical with diligence and the ability to resolve complex process issues. Global exposure to working with the UAE Team in Abu Dhabi for successful D365 training and implementation. Ability to prioritize the tasks and simplify the data using data analytics. Extensive familiarity with research, editing, proofreading, and document creation.



CORE COMPETENCIES

- Purchase Order Management
- Sales Order Management
- Service Order Manangement
- Account, Vendor and Project Management
- CRM & Complaint Resolution
- Quality Control

- Supply Chain Management
- Data Analysis and Reporting
- Inventory Management
- Escalation Management
- Team Management



EDUCATION & LANGUAGES

Kakatiya University - Hyderabad, India

MBA Business Management

Osmania University - Hyderabad, India

B.COM Computers

English, Urdu and Hindi



TECHNOLOGY SUMMARY

-Operating Systems
Windows 2003, 2007 and 2010

Microsoft Dynamics
Navision an ERP Solution, CRM, Agile, Dynamics 365 and SQL Server

Oracle
Oracle Applications and Database

Microsoft Office Suit
Microsoft Teams, Excel, PowerPoint, WoBI, Outlook



Accomplishments

- Top Performer of the Month more than 5 times.
- Won CEMPRO (Customer Experience Management Professional) certification in customer service.
- Went Onsite to Abu Dhabi UAE and trained associates' team of 25 members.
- Archiving highest quality performance by working with team in a given time frame.
- Improved quality on the project from 50%- 90%



WORK EXPERIENCE

2016 –2021



OSI Systems - Hyderabad, India

Purchase Executive Officer

Implemented policies to reduce cost and eliminate waste.

Adjusted procedures as needed to maximize department effectiveness.

Improved inspection policies to increase quality of raw materials and finished goods.

Performed monthly reconciliation of open purchasing orders.

Solved diverse supply chain problems involving numerous sources, logistics and scheduling factors.

Contacted location managers and department supervisors to assess requirements. Used Microsoft Navision to authorize and monitor purchase orders and consumables. Sourced vendors, built relationships and negotiated prices.

Progressed through various purchasing, warehousing and leadership roles.

Established clear lines of communication between business and clients.

Purchased new products and oversaw inventory stocking and availability.



Senior Sales Coordinator

Negotiated contracts and sales terms with new and existing clients.

Kept detailed track of sales and customer information in company system. Streamlined team sales processes increase productivity and decrease closing time. Performed supplier risk evaluations and supported regulatory inspections.

Built strong relationships with clients by following up on previous purchases and suggesting new products.

Provided exceptional customer service to foster client loyalty and satisfaction.
Engaged clients through effective communication and interpersonal skills, which helped to develop lasting relationships.
Used CRM software to maintain detailed contact logs and account records.
Initiated sales calls to existing customers to replenish inventories.

■ **Customer Service Manager.**

Resolved the questions and complaints of global customers on operational matters via calls, emails, and live chats.

Instrumental in handling quality control, queries, and client feedback in a professional manner.

Served as a subject matter expert, monitored operational activities, and documented the prepared reports.

Generated the service tickets, quotations, service orders, purchase orders and sales orders for customers.

Investigated and resolved customers' issues and escalations – Handled all queries and client feedback in a professional manner.

Updated and maintained the weekly, monthly reports using internal systems, tools, and software.

Supervised 5+ agents and provided superior customer service and support globally. Surpassed the targets by constantly gone beyond the job and by taking initiative in difficult situations to find a resolution.

Trained the new employees and CSRs with problems they encountered while interacting with customers/ internal members via calls, emails, and live chats.

Monitored the calls, emails and live chats of call center agents to ensure the agents follow the guidelines learned in training and receiving a score of 100% on their surveys taken by the customer about their experience with the company; managed Quality Assurance for an entire campaign.

Improved receipt of information to clients by maintaining SLAs.

Performed ad hoc deep-dive analyses for specific business problems.

■ **IQ CHANNELS - Hyderabad, India**

Digital Marketing Online PR Specialist

Managed and improved online progress and internal quality control measures.

Joined in the client calls and meetings.

Ensured all the features updated and all the attributions are correct.

Executed display checks for the given tasks and cleared all the exceptions generated during production.

2013 - 2015