

MUSTHAK AHAMED

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**PROFILE SUMMERY**

An Enthusiastic Results Driven, Competent Professional Drawing 4+ Years of Experience within the Domains of **Administration, Sales (indoor & outdoor), Customer Service, Front office and Data Entry** Experiences in various Functions Including Retail/ Dealer Sales, After Sales Service, Inventory Handling, Customer Care, Multi-Tasking and Working well under Pressure, Well Organized, Dedicated Team Player having experience in Sri Lanka.

CAREER SNAPSHOT**Client Relationship Officer – Sales Department****MIDWEST BOOKS TRADING LLC****Nov 2019- Current**

- Building and maintaining relationship with clients and key personnel within the schools. Conducting business reviews to ensure clients are satisfied. Alerting the sales team to opportunities for further sales within key clients.
- Facilitate cold and warm calls to prospective leads; Schedule and follow through on call with leads and current customers.
- Source and customer referrals.
- Answer all lead and customer question accurately; prioritize and / or escalate lead and customer questions as needed.
- Maintain positive business and customer relationship in the effort to extend customer lifetime value.
- Develop strategies for more effective sales, both individually and as part of team.

Call Centre Representative – ASTL Academy Dubai.**Dec 2018 – Oct 2019**

- Take customer calls and provide accurate, satisfactory answers to their queries and concerns
- De-escalate situations involving dissatisfied customers, offering patient assistance and support
- Call clients and customers to inform them about the company's new products, services and policies
- Guide callers through troubleshooting, navigating the company site or using the products or services
- Review customer or client accounts, providing updates and information about billing, shipping, warranties and other account items
- Collaborate with other call center professionals to improve customer service
- Help to train new employees and inform them about the company's customer management policy.

Customer service**GRONTON INTERNATIONAL MARKETING GROUP_ SRILANKA****Jan 2015 – Jan 2016**

- Proactively acknowledged, greeted and assisted customers.
- Offered customer with exemplary and time service.
- Provided accurate product information.
- Recommended alternative purchase choices.

- Enhanced product knowledge utilizing limited resources.
- Merchandised, stock and replenished by concept.
- Organized and cleaned store during downtime.
- Merchandising & Product Displaying.
- Shelf Stock Handling.

Sales executive

UNITY HOLDINGS STEEL (PVT) LTD. Sri Lanka.

Jan 2016 – Sep 2017

- Indoor and outdoor sales.
- After sales service.
- Customer complaint handling.
- Merchandising & product displaying.
- Self stock handling.

Data Entry Operator

DINEMORE RESTAURANT – Sri Lanka

Aug 2014 – Dec 2016

DATA ENTRY of

- Entering the orders.
- Issuing the bills.
- Issuing the salaries of employees.
- Preparing and submit the payment to account department or perform such other duties as may be required.

EDUCATION COURSES IT SKILLS

- GCE Ordinary level education in 2013 by Department of Education, Sri Lanka.
- Well versed in Microsoft office (MS word, excel, access and power point etc...) Internet and E-mail Applications.
- Diploma in English Course.

PERSONAL DETAILS

Nationality : Sri Lankan
 Date of Birth : 27th November 1997
 Martial Statues : Single
 Visa Status : Valid until March
 Languages : Well versed in English, Tamil & Sinhala.
 Passport Number : N7014816

REFERENCE

Can be provided upon request