



MOHAMMED AFRAZ

SALES/ CUSTOMER SERVICE

CONTACT INFORMATION

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- mafraz1312@gmail.com
- Mohammed Afraz
- Al Karama, Dubai, UAE

EDUCATION

- BACHELOR OF COMMERCE | 2015
- Kannur University

TECHNICAL COURSE

- Lean Six Sigma

CERTIFICATIONS & TRAINING

- Data Analysis
 - Microsoft
- Business Analysis
 - LinkedIn
- Customer Success
 - LinkedIn
- Become a Six Sigma Black Belt
 - LinkedIn
- Become a Six Sigma Yellow Belt
 - LinkedIn
- Become a Six Sigma Green Belt
 - LinkedIn
- System Administrator
 - Microsoft
- Project Management
 - LinkedIn
- AI for Organizational Leaders
 - LinkedIn

PROFESSIONAL SUMMARY

Dynamic and customer-focused professional with extensive experience in sales, customer service, and hospitality across leading organizations in the UAE. Adept at building strong client relationships, resolving customer concerns, and ensuring exceptional guest experiences. Skilled in handling transactions, managing front desk operations, and coordinating high-profile events. Proven ability to thrive in fast-paced environments, multitask effectively, and collaborate with cross-functional teams. Committed to delivering top-tier service, optimizing operational efficiency, and enhancing customer satisfaction.

SKILLS

- Team Work
- Work Ethic
- Analytical skills
- Leadership Quality
- Decision-making
- Time Management
- Goal oriented
- Problem Solving Ability
- Adaptability and Flexibility
- Attention to detail

WORK EXPERIENCE

SALES & CUSTOMER SERVICE REPRESENTATIVE | August 2021 – August 2024
KEOLIS MHI, DUBAI, UAE

KEY RESPONSIBILITIES

- Provided exceptional customer service by addressing inquiries and resolving complaints efficiently.
- Built and maintained strong client relationships to drive customer satisfaction and retention.
- Acquired in-depth knowledge of company products and services to provide accurate information.
- Participated in ongoing training and professional development programs to enhance service quality.
- Assisted in sales initiatives, identifying customer needs and recommending suitable solutions.
- Processed transactions and maintained accurate records of customer interactions and sales data.

FRONT OFFICE EXECUTIVE | January 2019 – September 2020
EMIRATES PALACE MANDARIN ORIENTAL | ABU DHABI, UAE

KEY RESPONSIBILITIES

- Managed front desk operations, including check-ins, check-outs, and guest inquiries, ensuring exceptional customer service.
- Coordinated with housekeeping and maintenance teams to maintain high standards of room readiness and guest satisfaction.
- Processed reservations, cancellations, and modifications using hotel management systems to optimize occupancy and revenue.
- Handled guest complaints and special requests efficiently, ensuring prompt resolution and a positive guest experience.
- Maintained accurate records of guest transactions, billing, and payments using POS and PMS systems.
- Assisted in VIP guest handling, providing personalized services and ensuring a seamless experience.

AWARDS & RECOGNITIONS

- Certificate of Appreciation – Keolis MHI | April 2024
- Certificate of Appreciation – Keolis MHI | March 2024
- Appreciation Letter – Emirates Palace Mandarin Oriental

COMPUTER PROFICIENCY

MS Excel	★ ★ ★ ★ ★
Basic Operation	★ ★ ★ ★ ★
Internet & Email	★ ★ ★ ★ ★

CORE COMPETENCIES

- Customer Relationship Management
- Sales and Upselling Strategies
- Front Desk Services
- Hospitality & Event Coordination
- Cash & Payment Handling
- Call Handling
- Administrative & Report Management

DRIVING LICENSE DETAILS

Holder of Valid **UAE** Driving License

LANGUAGES KNOWN

- English: Fluent
- Hindi: Fluent
- Russian: Advance
- Malayalam: Native
- Arabic: Intermediate

RECEPTIONIST | August 2016 – January 2019 DUBAI MARINE BEACH RESORT, DUBAI, UAE

KEY RESPONSIBILITIES

- Greeted & assisted guests, ensuring a welcoming and professional front desk experience.
- Addressed and resolved guest complaints efficiently to maintain high service standards.
- Managed multiple tasks in a fast-paced environment, ensuring smooth front desk operations.
- Maintained accurate guest profiles and updated records in the system.
- Assisted with reservations, room assignments, and special requests to enhance guest satisfaction.
- Provided administrative support, coordinating schedules and handling documentation.

PERSONAL STRENGTHS

- **SALES & UPSELLING SKILLS** – Ability to identify customer needs and recommend suitable products/services.
- **PROFICIENCY IN POS & CRM SYSTEMS** – Experienced in handling financial transactions and maintaining records.
- **CULTURAL AWARENESS & PROFESSIONAL ETIQUETTE** – Deliver high-quality service to diverse customers and VIP guests.

PERSONAL DETAILS

Gender	: Male
Date of Birth	: 16/09/1994
Nationality	: Indian

DECLARATION

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars.

MOHAMMED AFRAZ