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# Waheed Mohammed

Ajman, UAE . +971556619904 .

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## CURRICULUM VITAE



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## CAREER OBJECTIVE

Acquire a challenging position at Professional, with the opportunity to:

- Work with leading edge.
- Enhance own personal development skills and serve company to the best of Ability.
- Gain comprehensive experience to become most efficient Professional.

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## PERSONAL TRAITS

- Customer Service and Bank collection.
- Expertise in Management Information System, Generic Reports and other Computing Skills.
- Systematic, Sincere, Organized and Dedicated.
- Strong Communication, Interpersonal & Management Skills.

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## EDUCATION

- Passed Secondary C.B.S.E Curriculum (10th)
- Royal Academy Ajman School--- Ajman

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## WORK EXPERIENCES

**Mar 2020 – May 2020 Rafid**

Organization: Rafid Automotive Solutions, Sharjah

Designation: CSR (Customer Service Representative)

Department: Accident Unit / Motor check / Auto Xpress/ Roadside Assistance

Nature of Job:

- ☐ CRM – to produce a detailed set of customer wants and needs.
- ☐ Greet the customers in a friendly and polite manner & ascertain problem or reason for calling by following Script
- ☐ Record the inventory inward & outwards and maintain the report of the same
- ☐ Identifying & assessing customers need to achieve satisfaction & resolve customer complaints
- ☐ Keep records of customer interactions, process customer accounts & file documents
- ☐ Follow communication procedures, guidelines & policies.
- ☐ Handle complaints provide appropriate solution & alternatives within the time limit & follow up to ensure resolution

**Sep 2019 – Feb 2020 Mint Middle East**

Organization: Mint Middle East

Designation: Tele Co-ordinator.

Department: KYC / RE-KYC & Activation

**Nature of Job:**

- ☐ Registration & providing new cards for new & existing customers
- ☐ Guide and assist customer in selection of Cards
- ☐ Activate Cards for existing & new customers
- ☐ Follow up with non-working cards & replace them with new

**Jul 2017 – Oct 2018**

**Azzite**

**Organization:** Azzite Claims & Recovery Services Dubai. UAE

**Designation:** Collection Executive/Tele Co-ordinator.

**Department:** Recovery & Buckets.

**Nature of Job:**

- ☐ Follow-up on accounts
- ☐ Generate leads from the defaulted accounts
- ☐ Coordinating with the representative of the bank with reference to settlements and getting details of the accounts as to when the account was opened and when the last purchase was made.
- ☐ Skip traces to learn whereabouts of the debtor and or contacts public or private organizations to obtain information to aid in collecting delinquent monies.
- ☐ Collects delinquent revenues by correspondence, phone and personal contacts with individuals involved. Arranges for account payments, establishes payment schedule
- ☐

**April 2016 - May 2017**

**The Buzz People**

**Organization:** The Buzz People. Dubai

**Designation:** Sales

**Department:** Logitech & Mi (Xiaomi)

**Nature of Job:**

- ☐ To handle walk-in customers (Domestic & International).
- ☐ Meet and greet the customers in a friendly and polite manner.
- ☐ Promote sales by assisting customers and offering suggestions.
- ☐ Keeping accurate records of discussions or correspondence with distributors.
- ☐ Utilize the product to prompt sales. Merchandise the stock shelves counter and stand display.

**Nov 2015 – March 2016**

**DU**

**Organization:** Du (Emirates Integrated Telecommunications Company

**Designation:** Sales Executive

**Department:** Postpaid, Prepaid,

**Nature of Job:**

- ☐ Monitoring store category sales, supervising the physical inventory.
- ☐ Identifying trends and monitoring the timing and scope of system changes.
- ☐ CRM – to produce a detailed set of customer wants and needs.
- ☐ Promote sales by assisting customers and offering suggestions.
- ☐ Provide prompt and courteous services to all customers.
- ☐ Utilize the product to prompt sales. Merchandise the stock shelves counter and stand display.
- ☐ Meet and greet the customers in a friendly and polite manner.
- ☐ Guide and assist customer in selection of products.
- ☐ Flexible to work for extended hours during the Sale periods.
- ☐ Record the inventory inward & outwards and maintain the report of the same.
- ☐ Must be updated about the product of the group for suggestive selling to the customers.

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## SOFTWARES KNOWN

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Microsoft Office 2000 and Internet Application, very well versed with professional emailing.

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## LANGUAGES KNOWN

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English, Arabic, Hindi, Urdu

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## HOBBIES

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- Swimming
- Listening to music

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## PERSONAL DETAILS

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Name : Waheed Mohammed  
Address : Ajman, Rashidiya 3, Street 11B, Villa  
Contact : +971 55 6619904  
E-Mail : [waheed.mohammed88@gmail.com](mailto:waheed.mohammed88@gmail.com)  
Nationality : Pakistan  
Date of Birth : 15th April 1997  
Religion : Muslim  
Visa Status: Employment visa  
Place Of Birth : Sharjah, UAE

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## DRIVING LICENSE

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Carrying Valid U.A.E Light Vehicle License  
Place of Issue: Sharjah

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## DECLARATION

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I hereby do declare that the details provided above are true and to the best of my knowledge. The testimony will be furnished upon request.

Waheed Mohammed