
Waheed Mohammed

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CURRICULUM VITAE



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.

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.

EDUCATION

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

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
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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.

SOFTWARES KNOWN

Microsoft Office2000 and Internet Application, very well versed with professional emailing.

LANGUAGES KNOWN

English, Arabic, Hindi, Urdu

HOBBIES

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- Swimming
- Listening to music

PERSONAL DETAILS

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

DRIVING LICENSE

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

DECLARATION

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