

MOHAMMED SOHEL

Customer Service and Sales Specialist

Dubai

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971 58 808 80 12

To continue my career with an organization that will utilize my Management, Supervision & Administrative skills to benefit mutual growth and success

Willing to relocate: Anywhere

WORK EXPERIENCE

RELATIONSHIP OFFICER (Customer Service)

MASHREQ BANK-DUBAI - Dubai

December 2018 to 2020

- Primarily dealing with individual retail customers and advising them on Mashreq NEO product and services offered by the bank.
- Major responsibilities include meeting customers and completing the account opening process digitally, managing customer expectations.
- Serving as a liaison with company's clients and customers, developing relationships, providing guidance and advice and ensuring all of the customer's needs are being met
- Manage large amounts of inbound and outbound calls in a timely manner.
- Answering customer enquiries or passing them on to the appropriate department.
- Schedule time to build relationships with clients.
- Maintaining customer information, security and confidentiality of company.
- Focus on Exceptional Communication, timely and efficient communication.
- Achieving the targets and meeting the goal of the company.
- Follow communication "scripts" when handling different topics.
- Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives.
- Seize opportunities to upsell products when they arise.
- Build sustainable relationships and engage customers by taking the extra mile.
- Keep records of all conversations in our call center database in a comprehensible way.
- Frequently attend educational seminars to improve knowledge and performance level.
- Meet personal/team qualitative and quantitative targets.
- Achieving the targets and meeting the goal of the company.
- Giving information and helping to solve customer problems.

SALES EXECUTIVE and TEAM LEADER

Du Telecommunication - Dubai

June 2016 to September 2018

- Selling Du Costumers service plan for Elite and prepaid customers.
 - To identify customer's needs and expectations and serve them in a friendly manner demonstrating Du's brand values at all the times.
 - To deliver exceptional customer service through retail experience by providing information.
 - Assist in general administration and smooth running of the store and be flexible to provide support across the stores if required.
 - To contribute to the agreed team quantitative sales targets. Provide full range of after sales services and seek first step resolution whenever possible on any issues.
 - To act as the customer interface representing Du's brand values whilst maximizing sales revenues and providing excellent level of customer service in the retail channel across the UAE.
 - To provide the team with a vision of the project objectives.
 - To motivate and inspire team members to achieve the given target with great enthusiasm.
 - To overseeing and managing all the sales transactions.
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Business Development Executive (B2B)

REC Advertising LLC - Dubai

- Maintenance, development, and performing all sales activities and transactions for local market.
- Maintaining, developing and improving the business relationship with customers
- Coordinating and assisting the Estimate & Design teams in preparing quotations & Designs.
- Negotiating variation in price, delivery and specification with approval
- Conduct sales, marketing, and invoicing meetings
- Submission of quotations, orders/payment follow-up
- Optimizing content and technology.
- Creative mindset.
- Writing skills.
- Be on top of the latest digital marketing trends.

EDUCATION

Bachelor's in Business Administration

CHHATRAPATI SHAHU JI MAHARAJ UNIVERSITY

2019

High school or equivalent in Commerce

International Indian School, Ajman - Ajman

SKILLS

- **CUSTOMER SERVICE**
- **PROBLEM SOLVING**
- **OPERATIONS**
- **EXCEL**
- **MS OFFICE**
- **Negotiation**

- **Relationship Management**
- **Customer Relationship Management**
- **CRM Software**
- **Cold Calling**
- **Sales**
- **Business Development**

LANGUAGES

- Arabic - Fluent
- English - Expert
- Hindi - Expert

CERTIFICATIONS AND LICENSES

Dubai Driving License

Present

ADDITIONAL INFORMATION

- Customer Service focused and Sales orientate
- Flexible approach towards work.
- Self-motivated / Self-starter.
- Able to work in shifts.
- Problem solving / Analytical skills.
- Strong communication skills written and verbal in one, but preferably two of the following languages - English/Arabic/Hindi/Urdu.