

# MOHAMMED SHAMSHAD KHAN

E-COMMERCE EXECUTIVE



Mankhool, Bur Dubai  
United Arab Emirates



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Total 8 Years of progressive experience in E-commerce, Customer Support, Voice, Non- Voice, and sales. Quick learner and excellent team player, ability to meet tight deadlines and works under pressure, multitasking.

Aim to be associated with a progressive organization that gives me the scope to share my knowledge and skills in accordance with the latest trends and be a part of a team that dynamically works towards the growth of an organization and gives the satisfaction thereof.

## EDUCATION

HIGH SHOOOL DIPLOMA

M R P INTER COLLEGE  
RAMDAYALGANJ, JAUNPUR

K N S PREUNIVERSITY

1<sup>ST</sup> YEAR PUC

## SKILLS

Arabic Language

Expert in Listing Products on E-commerce website

MS Excel

Sales

Customer Handling

## LANGUAGES

- Arabic
- English
- Urdu
- Hindi

## PERSONAL DETAILS

Nationality: Indian

Visa status: Visit Visa-90 days

Marital status: Married

## WORK EXPERIENCE

Abu Abdullah  
Electronics Est.  
Aug 2019-

### E-COMMERCE EXECUTIVE

Listing of Sale able goods on online channel, Like Amazon, Noon.com and Dhabi One.ae

- Arrange A+ Content About electronics & Furniture Products, Like Specifications, Features, Size and A+ Pictures.

- Alter Pictures Using Photoshop and other helping software to alter the photos according to the requirement.

- Discuss to customer, answer to the customers about their queries Regarding Item's availability and Specification and Price Comparison.

- Making reliance with the Delivery department and managing smooth and quick supply of Item.

- Talk to the vendors and purchase the item in case of the item's unavailability in the warehouse.

- Quotation making, LPO making, Invoicing and office work

- Negotiate with vendors while Purchasing Stock for FBN Purpose.

- Convert the customer from on-brand to another in case of unavailability of a particular brand's item

Teleperformance  
Nov 2018-Aug 2019  
Bangalore

### CUSTOMER SUPPORT REPRESENTATIVE

- Inbound Calls handling for their client Phillips

- Resolving customer queries and helping with an appropriate solution.

- Achieving the daily and weekly target

- connects the client's technical team with customer for any physical visit.

Aegis Pvt Ltd  
Mar 2018-Sep 2018  
BANGALORE

### CUSTOMER SUPPORT EXECUTIVE

Outbound Calls handling for their Client Union Bank

Resolving customer queries, related to their account, cards and Insurance.

Achieving assigned target and closing the quarter.

Translation Office  
Kingdom of Saudi Arabia (KSA)  
Feb 2013-Nov 2017  
Jizan, Saudi Arabia

### IMMIGRATION EXECUTIVE

- Responsible to process Visa requests, Birth Certificates, Death Certificates and all other legal documents.

- Leveraged to process Arabic-English translation

- Achieved the post of Branch head and handled the entire Branch office with a team of 5 members.