

MOHAMMED
SHAMSHAD KHAN

E-COMMERCE EXECUTIVE

Mankhool, Bur Dubai
United Arab Emirates

971505983116



sk4282345@gmail.com



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, JAUNPURK N S PREUNIVERSITY
1ST 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.