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DOB: 12.05.1986  
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Place of birth: Dubai

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### **OBJECTIVE**

To obtain a position in the field of sales & customer service and be a part of progressive organization that gives scope to enhance my knowledge and skills which can be better used for organization growth as well as personal growth.

### **SUMMARY OF QUALIFICATIONS**

- Ensuring high level of customer service to customers and support them with their requirements.
- Strong communication skills in multiple languages (**English, Hindi/Urdu, Arabic, Baluchi & Persian**) including the ability to interact in a positive and productive manner.
- Translate interpret, listen effectively and articulate ideas clearly.
- Excellent organizational talent demonstrated inability to prioritize workload.
- Schedule, planning, multitasking, delegate and meet commitments and deadlines.
- Solving problems and decision-making skills. Inability to solve issues which accrue in communication with customers/clients to serve them better.
- Leadership skills & inability to be creative to get better results and provide a good relationship within & outside work environment.
- Significant experience in supervisory position. Responsible for accurate sales calculations including offering a variety of plans and products, intangible sales & upselling.

### **OPERATING SYSTEMS**

- Windows 10, ME, XP and Professional & Microsoft Office (Word, Excel)
- Operating ECR system.

*Work Experience 1*  
**(July 2009 - Sep 2011)**

Worked as Customer Relationship Clerk for **MAY I HELP YOU** at **DUBAI AIRPORT**

**Job Responsibilities**

- Work with client to help them out with the check in process.
- Communication with passenger to make sure the passenger flow is smooth.
- Provide help with passenger luggage in security check points.
- Ensuring that appropriate service is provided to the customer through proper communication and well-mannered approach.
- Handling passenger problems and solve the issue which accrue during the movement of the passenger through the terminals.
- Educate the passenger with the rules and regulation of the prohibit materials.

*Work Experience 2*  
**(Dec 2011- Feb 2015)**

Worked as Coordination Clerk for **EMIRATES TRANSPORT**.

**Job Responsibilities**

- Communication with Driver to make sure the work flow is smooth.
- Ensuring that appropriate service is provided to the customer through proper communication and well-mannered approach.
- Provide report and update the line manager for any issue accrue during the bus movements.

*Work Experience 3*  
**(May 2015 - Present)**

Worked as a Sales Executive for **DUBAI DUTY FREE - CLOTHING/ PERFUMES/ ELECTRONICS**

**Job Responsibilities**

- Ensure awareness and achievement of the daily individual sales budget.
- Adhere to all DDF "World Class" Customer Service Standards.
- Great relational abilities with customer/colleagues in composed/friendly manner and communicated in multilingual.
- Suggest and sell items depending on the distinguished needs of the clients/customers and accurately describe the product features and benefits.
- Ensure proper merchandising of products as specified in the planogram.
- Undivided attention, administration direction and performing various tasks abilities.
- Monitor movement of stocks and process stock requisition as and when required.
- Check product expiry dates and rotate stocks regularly for perishable items on the Shopfloor and in the back-up.
- Attended region-training seminars organized by DDF for gaining extensive knowledge about all sort of electronical products.
- Perform all ad-hoc and other responsibilities related to the position as appropriate.

***Work Experience 4***  
**(Jan 2018 - Present)**

Worked as a Sr. Sales Executive & Apple Specialist for **DUBAI DUTY FREE**

**Job Responsibilities**

- Demonstrated extensive knowledge in the products and services offered by Apple to provide the consumer with a complete solution which boosted overall store customer service goals.
- Acted as a member of the setup team to develop customer relationships with the Apple culture.
- Trained customers of various backgrounds and levels on how to use their personal/business Apple technology.
- Provided concrete customer service and support of all standard Apple applications and hardware including hardware resets, password resets/setup, account setups, iTunes and App Store walkthrough.
- Attended region-training seminars organized by Apple for DDF staffs.
- Perform all ad-hoc and other responsibilities related to the position as appropriate.

**EDUCATION**

**FATMA English School, Dubai** - Studied till Eight grade - 2005

**Campus Institute Dubai** - O level commerce Degree - 2006

**Hi-Flier Academic Institute, Dubai** - A level Degree - 2007