



Mohammed Emran

SUMMARY

A highly motivated and Experienced marketing and banking professional with multiple years of experience in customer service, sales and marketing. Proven track record of achieving daily targets and delivering excellent customer service and ability to multi task and work well under pressure. Skilled in digital marketing and finance with strong communication, problem solving and conflict resolution skills

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE CALL CENTRE SPECIALIST

MASHREQ BANK PSC, RAS AL KHAIMAH
JUNE 2022-PRESENT

- Handle a high volume of inbound and outbound calls from customers regarding accounts, credit cards, loans and other banking related services
- Providing excellent customer service by answering customer inquiries and resolving problems efficiently
- Meet and exceed daily service targets
- Handling customer complaints and following up with relevant departments on daily basis to resolve the cases
- Utilize CRM and other banking systems to document customer interactions and handle calls accordingly

CUSTOMER RELATIONSHIP OFFICER/ SOCIAL MEDIA MARKETING EXECUTIVE

PWG VISA SERVICES LLC, RAS AL- KHAIMAH |
Nov 2021 - MAY 2022

- Daily creation of engaging content for the company's social media platform
- Daily generation of leads
- Contacting potential leads and closing deals
- Go the "extra mile" to meet sales quota and facilitate future sales
- Provide excellent customer service to develop meaningful and loyal client relationships

SALES MERCHANDISER

HOSHAN PAN GULF (CARREFOUR), RAS AL KHAIMAH
07/2021 - 09/2021,

- Monitoring sales and identifying any losses or stock wastage
- Maximise customer interest and sales levels by displaying products appropriately
- Ensuring the monthly sales target is achieved
- Assessing the effectiveness of different product displays and store layouts on sales figures
- Monitor stock movement and consider markdowns, promotions, price changes, clear outs etc

CUSTOMER SERVICE REPRESENTATIVE

WINBO HOLDING, RAS AL KHAIMAH
02/2021 - 05/2021,

- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Follow communication procedures, guidelines and policies
- Assist customers in their enquiries
- Take the extra mile to engage customers and maximize sales

SALES PROMOTER

ETISALAT, MEGA MALL SHARJAH- 06/2020 - 08/2020

- Conducted sales of SIM cards to customers
- Engage with customers to discover their needs
- Briefly explained the customers on the available plans and benefits
- Meeting and exceeding sales target

Ras Al Khaimah, United Arab Emirates

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SKILLS AND PROFICIENCIES

- Strong Communication and Interpersonal Skills
- Knowledge of banking regulations, services and compliance
- Customer service oriented
- Excellent experience in Digital Marketing
- Excellent problem solving abilities
- Persuasion and problem solving skills
- Teamwork, multi tasking and time management skills
- Ability to work in a fast-paced environment
- 3 years proven experience in forex and stocks trading

EDUCATIONAL BACKGROUND

Bachelor of Business Administration
in Marketing
09/2019 - Present

High School Graduate Indian School
Ras Al Khaimah
01/2005 - 05/2019

LANGUAGES

- English
- Hindi
- Bengali
- Arabic
- Urdu