



# FARAH MOHAMOOD

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## PERSONAL PROFILE

Proven account management professional with demonstrated communication skills. Analytical, strategic planner and accomplished team leader. Detail- and goal-oriented with 4 years of experience in the industry with the ability to work with all types of personalities.

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## AREAS OF EXPERTISE

- SQL
- c/c++
- Microsoft Office
- Microsoft Word
- Microsoft Excel
- Java
- Python

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## OTHER SKILLS

- Communication skills
- Time management
- Skilled negotiation
- Listening and presentation skills
- Excellent Customer relationship management

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## WORK EXPERIENCE

### ACCOUNT MANAGER

Best Plywood Industries | 2016 - 2020

#### Key Responsibilities:

- Serve as the lead point of contact for all customer account management matters.
- Responsibly deal with buyers, store managers and regional managers of retail chains.
- Assist with challenging client requests or issue escalations as needed.
- New business development and customer servicing through networking, lead generation.
- Strengthen operational efficiencies and traceability, developing organisation systems for financial reports, schedules, inventory control and merchandising.
- Track and report business development results.
- Assist the General Manager at operational level in the planning and execution of all work related duties.

#### Key Achievements:

- Grew revenue from 25 small and medium business clients by 40% QoQ by mapping new techniques as solutions to their business goals.
- Proven ability to juggle multiple account management projects at a time, while maintaining sharp attention to detail
- Obtained data management skills by controlling client information database.
- Oversaw the ISO 701 certification of the products.
- Developed and managed the interstate supply base and contributed to growth of 30%.

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## EDUCATION HISTORY

HINDUSTAN UNIVERSITY

Chennai; India

Bachelor of Technology in Computer Science Engineering

Aug 2012 - Jun 2016