

MOHAMMAD SHAHIDUL ISLAM



Contact Details

Address:

Bur Dubai, Dubai.
United Arab Emirates.

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Computer Skills

- MS Office Management
- Posibolt (POS)
- Adobe Photoshop
- Illustrator (Basic)
- E-mail & Browsing
- Printing

Languages Skills

- English – Fluent
- Hindi – Fluent
- Bangla – Fluent
- Arabic – Working Proficiency

Skill Highlights

- Communication
- Stress Tolerance
- Troubleshooting
- Demonstration
- Attention to Deadline
- Project Management
- Leadership
- Negotiation
- Business Development

Certification

- **Mastering Customer Service**
@ Bangladesh Association of
Call Center & Outsourcing
(BACCO)
- Speaking Fluency
@ British Council

Summary

An organized, results-driven customer service professional with an excellent track record of significantly increasing service quality, sales and customer base. Outstanding communication, relationship-building and influencing skills, competent in building customer relationships which inspire confidence and loyalty. Strong ability to multi-tasking and priorities, and able to organize, train and monitor teams. Seeking a new challenging role which will utilize existing skills.

Experience

Customer Service Representative

March 2022- December 2023

**Al-Afkaar Elect & Sanitary Equipment Treading,
Ajman, UAE.**

- Increased Sales by 65% and provide sales support by working closely with sales and service team.
- Enlarge and attracting B2B client and existing customer throw product offering and designing.
- Created and implemented sales plan and successfully increases online order.
- Build up strong customer relationship.
- Displaying and setting products with best appreciable.
- Functional knowledge of POS and Billing software.
- Calculating Vat and maintaining relevant documentation.
- Immediately attends to customer complaints and works to have it resolved in the fastest way.
- Reviews par-stock level and other merchandise, sends request for requisition.
- Attended to all requests for refunds, customer complaints, and other product-related issues.

Customer Service Executive

World SIM (UK Project)

August 2017 - Jun 2018

Hello World Communication, Bangladesh

- Responding promptly to customer enquiries via telephone, live chat & emails.
- Dealing efficiently with questions and queries from customer.
- Keeping up to date with all company's products, services and procedures.
- Directing requests and unresolved issues to other colleagues or department.
- Handling objections professionally.
- Ensure quality of inbound / outbound calls by achieving set targets in terms of service standards and customer satisfaction scores.

Academic Qualification

Degree	:	Bachelor of Science
Department	:	Electrical and Electronic Engineering
Institution	:	Southern University Bangladesh
Year	:	2017

Additional Information

Date of Birth	:	25 th October 1992
Nationality	:	Bangladeshi
Passport No	:	A02524859
Visa Status	:	Employment Visa
Interest	:	Travelling.