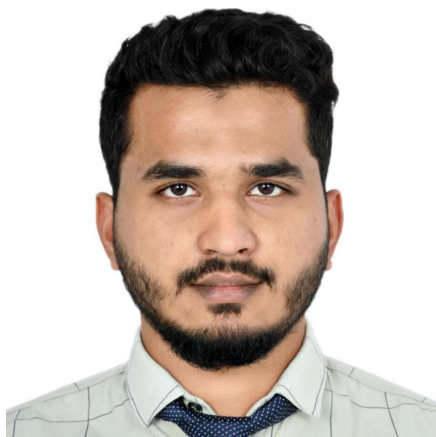


MAHFOOZ AHAMED

Customer Service Officer



Personal Info

Email
mahfoozahamed44@gmail.com

Phone
+971 55 263 9885

Address
Baniyas, Abu Dhabi, Uae

Citizenship
Indian

LinkedIn
www.linkedin/in/mahfoozahamed

Skills

Client communication

Excellent negotiation skills

Customer support

Excellent computer skills

Software

Microsoft PowerPoint, Excel and Word

Adobe Photoshop

Adobe Illustrator

Adobe PageMaker

CorelDraw

Languages

English - Fluent

Hindi - Fluent

Urdu - Fluent

Malayalam - Mother Tongue

Tamil - Intermediate

Detail-oriented individual with 3 years of experience as an employee in two reputed companies. Based on my experience I can provide the best possible contribution towards my duties and responsibilities. I believe my excellent negotiating and customer handling abilities would make me an ideal employee.

Work History

2023-01
- present

Customer Service Officer

Emirates India International Exchange LPC, Abu Dhabi, UAE

- Decipher customer needs and offer the best solution on policies.
- Be completely cross-trained in all retail functions.
- Handling petty cash, posting of petty cash entries and maintaining petty cash bills.
- Conduct remittance transactions, foreign currency exchanges and WPS.
- Handle and Resolve the customer complaints.
- Creating a good exposure, maintaining transparency with the customers and always doing more than expected.
- Updating customers about rates, helping them resolving the issue against their transactions, giving them proper product knowledge and assist them for the best choice.

2020-04
- 2022-06

Sales Executive

B K Traders, Kolkata, India

Specialist in: Institutional and Corporate Ties.

Products: School Uniform, Ties, Belt, ID Cards and Fancy Neck Ties.

- Generate new business opportunities through direct visiting to the Institutions.
- Connecting Distributors through Social Media.
- Listening to customer requirements and presenting appropriately to make sales.
- Maintained detailed records of sales progress, inventories and marketing success to better align goals with company priorities.
- Analyzed past sales data and team performance to develop realistic sales goals.
- Enhanced success of advertising strategies by boosting engagement through social media and other digital marketing approaches.
- Analyzed past sales data and team performance to develop realistic sales goals.

Software used: MS Excel, MS Word, PowerPoint and Social Media Accounts

Education

2019-06
- 2021-08

Marketing and Finance, MBA

Aliah University, Kolkata, India

2016-06
- 2019-03

BBA

Aliah University, Kolkata, India

Courses

2016-01

Adobe Pagemaker, CorelDraw, ISM (Malayalam)

2015-12

Adobe Photoshop

Achievements

UAE Driving License Holder

I hereby declare that all the information provided by me in this application is actual and correct to the best of my knowledge and belief.