



PERSONAL DATA

Name : MOHAMMED
CHAND PASHA

Nationality : India

Date of Birth : 05 NOV 2000

Gender : Male

Marital Status : Single

CONTACT



Phone
+974 31180343 (WhatsApp)



Mail ID
chandjabri@gmail.com



Location
Muaither North,
Street Sifrid, Al Rayyan
Doha - Qatar

PASSPORT & QID

Passport No : S7760207
Date of issue : 16/11/2018
Date of Expiry : 15/11/2028

QID NO : 30035620092
Date of Expiry : 04/04/2025

Qatar Driving License Holder

Date of Expiry : 02/07/2029

MOHAMMED CHAND PASHA

To obtain an accelerated career in an energetic organization through a passion of creativity, blend of positive attitude, knowledge and skill in an organization that stretches my potential to the maximum.

EDUCATIONAL CREDENTIAL

ITI

Jafferiya Technical Institute
National Council for Vocational Training
2018

S.S.C

United Public School, Board of Secondary Education
2015

WORK EXPERIENCE

Sales & Service Executive

Bharati Airtel Store, Hyderabad, India
(Quess Corp)
May 2016 to 2018

Light Vehicle Driver

Abu Dhabi, UAE, Qatar, Doha
2020 to 2023 (3 Years)

RESPONSIBILITIES

- The responsibility of the role holder is to ensure sales and service in his territory to deliver Data (Internet Bandwidth),
- Voice (Postpaid), Broadband and Fixed Line Business in the assigned territory. Front-end the relationship with customers from Airtel side and become the single point of contact for customers for all three lines of business
- Deliver Data, Voice and Fixed Line installation as per assigned targets
- New account break-in (hunting) for Data, Voice and Fixed Line.
- Cross-sell multi-product lines in existing and new customer
- Build & maintain healthy funnel for all three Lines of Business with earmarked levels of maturity
- Be aware of competition plans & collect insights for market intelligence

- Monitor competition's customer offerings and planning sales interventions for different class of clients
- Build and maintain strong, long lasting client relationships
- Handled customer interactions
- Ensured all new admission call activities are in accordance to set guidelines
- Shared best practices and knowledge with colleagues and teams helping achieve the sales targets
- Ensured appropriate collection procedure maintaining the customer service focus
- Overcame customer objections/rejections to company products and convinced them
- Answered calls professionally providing complete information about products, offers, take/order cancels or obtain details about complaints
- Followed up ensuring relevant actions were taken on customer complaints
- Managed to keep records of customer interactions, transactions, complaints, comments as well as actions taken, process orders, forms and applications
- Provided customer service and account management support services.
- Handled incoming questions from the customers
- Managed to solve their complaints regarding Network issue such as Data card, Broadband, sim faulty etc.
- Ensured timely follow up and with Respective team till the closure of complaint.
- Provided feedback of the customers to the management for improving the services

COMPUTER SKILLS

- **Operating Systems:** Windows 10, Windows Vista/XP
- **Good Knowledge:** (MS Word, MS Excel and MS PowerPoint)
- **Internet Surfing Knowledge**

PROFESSIONAL SKILLS

- Self-motivated with confidence of learning new technologies
- Ability to work in highly challenging environment
- Ready to relocate
- Honesty

LANGUAGE KNOWN

- **ENGLISH** - Excellent
- **HINDI** - Native Language
- **URDU** - Excellent
- **ARABIC** - Excellent

DECLARATION

I hereby declare that all the details furnished above are true to the best of my knowledge. I am very much interested in securing a position in your organizations.

Mohammed Chand Pasha