

**MOHAMMED ATA-UR RAHMAN**

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**Objective:** A dependable professional experience in **Customer service, Tele sales, Marketing and Sales Advisor** which helps me to Achieve my career goal to become a Valuable Contributor for the organization's growth.

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### **Executive Summary**

- Over 5+ years of Experience in the field of Sales and Marketing, Customer Relationship and Tele sales.
  - Worked as **IPAY Promotor and outdoor sales vendor(Merchant)** with Vodafone Qatar.
  - Worked as **Tele sales Agent** with **Vodafone Qatar**.
  - Worked as **Customer Care Representative with Our Shopee Qatar**.
  - Worked as **Customer Representative Officer** with **Amazon India**.
  - Worked as **Customer Service Level Co-Ordinator** with **Wipro (Dell project)**.
  - Possess excellent customer service skills, negotiation and problem-solving skills, Strong customer focus, excellent communication skills etc.
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### **PROFESSIONAL EXPERIENCE**

#### **IPAY Promotor and outdoor sales vendor (vistas Global) with Vodafone, Qatar (July 2023 to August 2024)**

- ❖ Greet the customers in a good manner.
- ❖ Explain the new customer about IPAY application.
- ❖ Explain in detail the benefits and offers available for IPAY users.
- ❖ Explain the customer about various offers available on IPAY like mobile recharges, bill payment, international transfers, spin and win offers etc.
- ❖ Convincing the customer to install and register on IPAY.
- ❖ Assist the customer in registration process.
- ❖ Assist the customer to cash in through cash and debit cards
- ❖ Provide them information on international transfers, local transfers, Wallet to wallet transfers.
- ❖ Help the customer in ordering IPAY debit cards.
- ❖ Visit the new customers for IPAY merchant registration.
- ❖ Follow up with the documentation and registration of merchant on IPAY.
- ❖ Creating and maintaining a database of current and potential customers.
- ❖ To meet and exceed sales targets and ensure compliance against key metrics.
- ❖ Adhere to always company and regulatory policies and guideline.
- ❖ Maintaining a clear records of each and every customer.
- ❖ Closing the sales and achieving the daily targets.

### **Tele- sales Agent Vodafone, Qatar (April 2022 to June 2023)**

- ❖ To personally provide excellent standards of selling & customer service.
- ❖ Contact customers from the given data to inform them about new data & voice plans like Postpaid Essential, Postpaid Extra, Unlimited plans and Mobile Wi-Fi plans etc.,
- ❖ Guide customers in order to close the lead.
- ❖ Forwarding the leads to the designated outdoor sales agent for closing.
- ❖ Maintain a clean data base of every customer.
- ❖ Follow up with the customers by the time they have provided.
- ❖ Try to solve their issues related to billing or other problems.
- ❖ Asking their questions to understand customer requirements and close the sale.
- ❖ Maintain the quality of calls as per team leader guidance.
- ❖ Explaining the customers about their pro rata and monthly bills and offers very clearly.
- ❖ Keeping a good relation with customer and asking them for reference for new customer.
- ❖ Provide information and guide them to pay the bills on time to avoid number barring.
- ❖ Suggesting them to contact with Vodafone customer care for any serious queries.

### **Customer Care Representative Our Shopee Qatar. (December 2020 to March 2022)**

- ❖ Answer / address customer enquiries about the products.
- ❖ Handle customer complaints and provide with appropriate solutions and alternatives.
- ❖ Identify and assess customers needs to achieve satisfaction.
- ❖ Provide accurate and complete information by using the right methods and tools.
- ❖ Analyzing the customer needs and requirements and solving their issues.
- ❖ Build productive relationship with customer through open and interactive communication.
- ❖ Ensuring proper closure of customers complaint with satisfaction.

### **Customer Representative Officer, Amazon India (September 2018 to November 2019)**

- ❖ Analyzing the customer requirements, handling their queries, solving their issues.
- ❖ Manage large number of Incoming calls.
- ❖ Build productive trust relationship with customer through open and interactive communication
- ❖ Provide support to customer to ensure satisfaction and facilities future sales.
- ❖ Answered / addressed customer questions –provide information concerning specifications, warranties, financing available, and maintenance of merchandise delivery options.
- ❖ Daily follow up with customers, to resolve customers issue through email or over voice process cultivating successful relationships with retail customers.
- ❖ Handle customer complaints, provide appropriate solutions and alternatives
- ❖ Ensuring proper closure of customer's complaint with satisfaction.

### **Customer Service Level Coordinator, Wipro India ( June 2017 to August 2018).**

- ❖ Over 1.4 years of experience as CUSTOMERSERVICE LEVEL COODINATOR.
- ❖ Pro-actively interacting with DELL Customers on Break fix service.
- ❖ Updating the status of the calls on Wipro One Force Web Module.
- ❖ Handling first level Escalations from DELL / Customer.
- ❖ Support and provide superior service via phones, e-mails and as a receiver and caller.
- ❖ Following with Engineers & the regions on call closures.
- ❖ Handles the demands of a high-volume customer service desk with ease exemplary customer service and complaint handling skills dedicated and reliable.
- ❖ Supporting Dell Laptops, Desktops, Workstation & Servers.
- ❖ Manage engineers on every day activity.

### **Education:**

Bachelor Of Business Management - Mysore University

Pre-University College-St. Philomena's College.

### **Additional Qualification, Skill & Strengths:**

- ❖ Knowledge of Computers and OS Applications.
- ❖ MS Excel and MS-Office Applications.
- ❖ Customer relationship management software (CRM) and Siebel.
- ❖ Good in-depth knowledge in the field of Management information system (MIS).

### **Summary of Skills:**

I am very diligent, have a strong convincing and problem-solving skills, Quick learner, Adjust to new working conditions, Self-starter, Positive attitude, Confident & Deductive, Task-oriented.

### **Personal Details:**

⇒ Marital Status	:	Unmarried
⇒ Nationality	:	Indian
⇒ Languages Known	:	English, Hindi, Urdu & Kannada.
⇒ Visa status	:	Transferable with NOC
⇒ License	:	Qatar Driving License

### **Declaration:**

I hereby declare that above mentioned particulars are true to the best of my knowledge and belief. Provide me an opportunity to execute my experience and knowledge in your esteemed organization.