



MOHAMMAD SAGAR

Customer Service Representative

ABOUT ME

Resourceful and accomplished individual, holding a Bachelor of Business Administration (BBA) degree, a valid driver's license and 9 years of experience as a customer service representative in different work fields, I bring a well-rounded set of skills that allow me to contribute effectively in any work setting. Committed to continuous learning and growth, I thrive in dynamic environments and am ready to leverage my experience and education to make a positive impact. . Very effective in providing team support activities compliant to departments mission and procedures. Fast learner within maximum supervision.

EXPERIENCE

Senior Administration Officer

Lawratan Trading and Contracting – Doha, Qatar

07/2021 – Present

- Managed the complete processing of invoices, bills, and payment documentation, ensuring 100% accuracy and on-time submissions to clients and internal departments.
- Updated and maintained multiple operational workflows in Excel.
- Designed and delivered professional PowerPoint presentations for high-value clients, supporting successful project proposals and business pitches.
- Handled daily client and contractor communications, resolving queries promptly and maintaining strong professional relationships.
- Coordinated with multiple departments to streamline administrative processes, resulting in improved workflow efficiency.
- Ensured compliance with company policies and contractual obligations in all documentation and correspondence.

Discover Qatar

On-call coordinator

- Acted as the primary point of contact for customers, handling last-minute changes, cancellations, and special requests, ensuring high levels of customer satisfaction.
- Manage operational logistics, including transportation, accommodation, and tour scheduling, to ensure smooth service delivery for all guests.

Lusail circuit (Supervisor)

Pitlane Marshal

- Contributed to the setup and teardown of race infrastructure, ensuring safety and compliance with event regulations.
- Assisted in the smooth running of the prestigious motorbike race event at the Lusail Circuit, F1 race , supporting event coordination and logistics.

CONTACT

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Al Arab st, Mansoura, Doha Qatar

EDUCATION

Bangladesh M.H.M school

Higher Secondary Certificate
2016-2017

Adarsh Vishwa Vidyalaya

Bachelor of Business Management
2018- 2021

SKILLS

- ♦ Management Skills
- ♦ Creativity
- ♦ Digital Marketing
- ♦ Negotiation
- ♦ Critical Thinking
- ♦ Leadership



Adarsh Vishwa Vidyalyaya



Faculty of Management

*The academic council of the Adarsh Vishwa Vidyalyaya
hereby makes known that Sagar
has been awarded the Degree of*

Bachelor of Business Administration

*he/she having undergone the prescribed course of study and
having been certified by duly appointed examiners to be
qualified to receive it and placed by them in the First Class
at the examination held in April, 2021*

University Buildings,
Nellore - 524003
Dated : 22-06-2022

Sl.No: 992467


Vice Chancellor

**BOARD OF INTERMEDIATE AND SECONDARY EDUCATION, DHAKA
BANGLADESH**

Serial No. DBHC 7113385

DBHC 17186039



Registration No. 1110150430/2015

HIGHER SECONDARY CERTIFICATE EXAMINATION, 2017

This is to Certify that Mohammad Sagar

Son / Daughter of Md. Abdul Barek

and Hosnara Begum

of Bangladesh Mashhoor - Ul - Haq Memorial High School & College, Doha, Qatar

bearing Roll Doha *No.* 60 47 41 *duly passed the*

Higher Secondary Certificate (HSC) Examination in Business Studies *group and secured*
G.P.A 3.25 *on a scale of 5.00.*

Dhaka

Date of Publication of Results : **23 July, 2017.**

Controller of Examinations

Note: This Certificate is issued without any alteration or erasure.