

RIYAS MOHAMMED

Results-driven professional with experience in call center operations, warehouse operations, and logistics. Adept at optimizing workflows, managing inventory, and enhancing customer satisfaction. Proven ability to handle high-pressure environments, resolve issues efficiently, and drive business growth. Seeking a challenging role where I can leverage my skills to improve operations, streamline processes, and contribute to organizational success.

WORK EXPERIENCE

Call Centre Agent

MRA Bakery, Restaurant and Sweets, Doha, Qatar
Still Working

Key Responsibilities :

- Provided exceptional customer support by answering inquiries, resolving issues, and delivering detailed information about bakery, restaurant, and sweets products and services.
- Conducted data entry tasks, including updating customer records and logging interactions accurately in CRM systems to maintain comprehensive and up-to-date information.
- Identified and resolved issues efficiently, troubleshooting common problems and escalating complex cases to higher-level support when necessary to ensure effective resolution.
- Assisted with sales transactions by promoting products and services, meeting sales targets, and contributing to the overall revenue generation.
- Performed follow-up activities through calls or emails to ensure customer satisfaction, address any remaining concerns, and reinforce positive customer relationships.
- Utilized telecommunication tools and CRM systems to manage customer interactions, track orders, and maintain detailed records, supporting streamlined operations and enhanced service quality.

Warehouse Executive

Shoe Showroom, Dubai, UAE
From June 2020 to January 2022

Key Responsibilities :

- Received, inspected, and accurately recorded incoming stock, ensuring inventory precision and reducing discrepancies.
- Managed picking, packing, and shipping processes, optimizing workflow efficiency and meeting tight deadlines.
- Maintained an organized warehouse layout to enhance accessibility and streamline stock management.
- Assisted in arranging and displaying products for improved visibility and operational flow.
- Conducted daily stock verification, maintained inventory ledgers, and ensured proper documentation.
- Oversaw dispatch planning, coordinated shipments, and ensured on-time deliveries.
- Managed warehouse operations, including material unloading, stock movement, and logistics coordination.



CONTACT

📞 +974 31149545

✉ iyachunlk@gmail.com

📍 Doha, Qatar

EDUCATION

• Higher Secondary Education

Board of Higher Secondary
Education Kerala | 2015 – 2017

COMPUTER KNOWLEDGE

• Video Editing

• MS Office Suite

Word, Excel, Power point

KEY SKILLS

- Customer Service
- Warehouse & Inventory Management
- Sales & Business Development
- Order Processing & Fulfillment
- Supply Chain Coordination
- Dispatch & Shipment Handling
- Stock Auditing & Quality Control
- Team Leadership & Collaboration
- Negotiation Management
- Problem-Solving
- Process Optimization
- Time Management
- Data Entry & Documentation
- Retail & Showroom Operations
- FIFO & Inventory Replenishment
- Compliance & Safety Standards

Assistant Officer

Skynet Worldwide Express, UAE

From February 2018 to December 2019

Key Responsibilities :

- Managed showroom operations, ensuring smooth daily functions and customer satisfaction.
- Negotiated terms, pricing, and specifications with clients to maximize sales opportunities.
- Identified potential business growth opportunities, researching industry trends and competitors.
- Developed strong customer relationships, providing tailored product recommendations and solutions.
- Organized and participated in trade exhibitions and sales presentations to enhance brand visibility.
- Maintained accurate records of stock, purchases, and sales transactions for operational efficiency.

Warehouse Executive

Branded Clothing Showroom, Mumbai, India

From December 2016 to June 2018

Key Responsibilities :

- Managed stock levels, ensuring timely replenishment and accurate inventory tracking.
- Implemented FIFO (First-In-First-Out) inventory management to minimize product waste.
- Conducted routine stock audits and reconciliations to maintain operational accuracy.
- Ordered supplies and ensured seamless procurement processes.
- Provided internal training on quality management principles for raw materials and finished goods.
- Ensured adherence to quality standards and inspection criteria for incoming stock.

DECLARATION

I hereby declare that the above mentioned statement is correct and true to the best of my knowledge and belief.

Riyas Mohammed

LANGUAGE

- English
- Hindi
- Arabic
- Malayalam

DRIVING LICENSE DETAILS

- Valid **Qatar** Driving License

PERSONAL DETAILS

- Nationality : Indian
- Date of Birth : 27/06/1996
- Passport No : P1002051
- Visa Status : Transferable Visa