

Mohamed Rimaz Rizmi
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OBJECTIVE

An independent and motivated graduate seeking a challenging career to enhance and apply the skills and expertise. Capable of performing tasks in, administration, human resources and client relation roles. Able to work with minimal supervision and self-sufficiently under pressure.

EXPERIENCE

Network International, Dubai

Client Relations Representative; Nov 2019 – Feb 2020

- Installation of RTA cards on Point of Service (POS) machines
- Verified Point of Service (POS) machines, ensuring they are in good working conditions
- Ensuring if all aspects are in working conditions and installed accurately to enhance customer experience
- Analyzed the equipment and submitted reports to the manager

Adidas, Dubai

Customer Relations Assistant (Sept to Oct 2019)

- Assist customers in store.
- Conduct quality assurance of items in store.
- Responsible for Barcode label of the products.

Samsung, Dubai

Client Relations Intern: Oct - Dec 2017

- Was a part of the Samsung Note 7 Refund Project
- Liaised with customers with refund process
- Handled devices and transfer to the technician for inspection services
- Handled customer information for the refund process

R.S. Shipping (PVT) LTD, Sri Lanka

Client Relations; March 2014 – April 2015

- Carried out administrative tasks for executive management – screening calls, managing calendars, organizing travel arrangements and organizing events.
- Provided customer service and handled customer queries via telephone, email and in person.
- Supported the Customer Service manager with his daily tasks
- Updated and managed customer information

PART TIME EXPERIENCES

- COCA COLA ARENA – Ushering and Ticketing responsibilities in the following events
 - Alicia Keys Music Event – August 2019
 - The 1975 Music Event – August 2019
 - Russel Peters Show – June 2019
 - Maroon 5 Show – June 2019
- RTA CYCLE TOUR 2018
- RTA Voting System for Sheikh Hamdan Bin Mohamed Project - 2018
- GITEX – Samsung outlet as sales and customer representative in October 2016
- GAMES ARABIA 2017 – Customer Service Representative

EDUCATION

University of Wolverhampton, UK Graduated with BA (Hons) in Business Management (BABM) in September 2018

Westford University College - Pearson BTEC Level 5 HND (Higher National Diploma) in Business

Al Salam Private School, Dubai - Completed my IGCSE's (June 2014)

PERSONAL INFORMATION

- Date of Birth – 27th December 1996
- Nationality – Sri Lankan
- Visa Status – Residence Visa (Under Father's Sponsorship)
- Holder of UAE Driving License