

## **MOHAMMAD HAROON IJAZ**

Al-Aneeqa tower al nahda sharjah .UAE

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Visit Status: Visit visa

Valid UAE Driving license



### **Career Objective**

I have overall 5 years of experience in Sale/Customer services positions where I can leverage my education. Have a fabulous experience in multinational & leading company's environment. I have a outgoing personality & I am passionate about meeting with different peoples. I want to get trained in a professional environment where I can interact with different peoples to enhance my interactive skills and build a professional network. I am seeking a challenging job to reach my ultimate potential and become more productive.

### **Education:**

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Bachelors in Arts

2013 - 2015

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### **Career Review:**

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**September 2018 – March 2020**

**RTA DUBAI**  
**Customer Services Agent**

**Job detail:**

- Working for RTA in dispatch center
- Greet/welcome to customer with friendly behavior on the call
- Book taxi for customer and listen their concerns
- Resolve drivers related issues
- Keep records/update data new and existing customers

**AUGUST 2017 - May 2018:**

**Trans guard Group llc(Sway Telecom)**  
**Sales Executive**

**Job detail:**

- Identifies business opportunities by identifying prospects and evaluating their position in the industry; researching and analyzing sales options.
- Sells products by establishing contact and developing relationships with prospects; recommending solutions.
- Maintains relationships with clients by providing support, information, and guidance; researching and recommending new opportunities; recommending profit and service improvements.
- Negotiating contracts and packages
- Aiming to achieve monthly or annual targets
- Responsible for Taking customer's feedback.

**August 2016- August 2017**

**Samsons Group of company channel partner of du Telecom Sales Executive**

**Job detail:**

- Identifies business opportunities by identifying prospects and evaluating their position in the industry; researching and analyzing sales options.
- Sells products by establishing contact and developing relationships with prospects; recommending solutions.
- Maintains relationships with clients by providing support, information, and guidance; researching and recommending new opportunities; recommending profit and service improvements.
- Negotiating contracts and packages
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**June 2014- June 2016**

**Mobilink Telecom GSM Pakistan**  
**Customer services officer**

**Job detail:**

- Mobilink GSM is a leading telecom company in Pakistan.
- Provides services at Mobilink help desk as a customer services officer.
- Listen customer queries regarding for activation d-activation and complaints and escalate to concerned department.
- Have fully command on billing system and different activation applications.
- Responsible for Taking customer's feedback.
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**Professional Achievement & Awards:**

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- Best performance award from **Samsons Group** Dubai UAE
  - Got two times “**Call of Fame**” awarded by Mobil ink Telecom.
  - Two times “**Best Employee of the Month**” award by Mobilink Telecom.

**Skills & Certification:**

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Microsoft office

CRM (Database)

