



MOHAMMED RAFI KHAN

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- C/5, Malad Ganga Chs Ltd, Mith Chowky, Link Road, Opp MMC Hall, Malad West, Mumbai-400064

□ Career Objective

Sales professional with 4+ years experience in lead generation and lead qualification, proven customer service, and communication skills to effectively fill the Sales Associate role in your company.

□ Personal Details

- Date of Birth : 24th Feb.1995
- Marital Status : Unmarried
- Nationality : Indian
- Gender : Male
- Passport No. : M9734721
- Passport Validity. : 28/05/2025
- Contact Number. : +919619453644(WhatsApp)

□ Training And Qualifications

- **Bachelor of Commerce**
April.2017
Mumbai University
- **Higher Secondary Certificate(H.S.C)**
February.2014
Mumbai Divisional Board
- **Secondary School Certificate(S.S.C)**
March.2012
Mumbai Divisional Board

□ Skills

- Sales, Team Building, Problem Solving, Decision Making.
- Microsoft Office, Marketing, Product Analysis.
- Handyman: Working with hands, Negotiating: Negotiation skills, Sales skills: Persuading people, People oriented: Customer service skills.

□ Languages Known

- English. • Marathi. • Hindi. • Urdu.

Strengths

- Good communication skills and public relations.
- Good observer and Quick learner.
- Flexibility and Adaptability. Honesty and Integrity.
- Ability to take initiatives.
- Inquisitive and hard working with an eye for details.

Activities

- Watching Documentaries and Sports over the weekends.
- Improving Communication Skills.
- Performing Other Islamic Activities.

Career Summary

CLASSIC NUMBER PLATE (MUMBAI)

September.2020 - March.2021

Area Manager

- Manage and prioritize our partners.
- Handling Accounts, Daily Sales Report, and Performs Inventory. Schedule meets to ensure that the staff is focused.
- Coordinate communication, track and follow up on request, and identify those of importance which require immediate attention.

UBER EATS (MUMBAI)

January.2019 - March.2020

Delivery Partner

- Handling Other Delivery Partner queries. Training new joinees.
- Looking after all the complaints of customers and restaurants and making sure that all the parcels are been delivered on time.

CLASSY DESIGN

September.2017 - December.2018

Digital Marketing and Exhibition Designing

- the Furnitures.
- Selling furnished Furnitures and Raw materials Online,as well as in Retail and Wholesale Handling Accounts, Daily Sales Report, and Inventory.
- Coordinating with our source partners and managing clients and maintaining records.
- Handling Cash flow.

NEXT SERVICES (U.S. MEDICAL BILLING)

August.2017 - April.2018

Associate Team Member

- Keeping a check on Customer Status, Eligibility, Work Profile, Customer Insurance, and Coverage.
- Reverts to every Mail and Calls on daily basis.
- Maintaining Daily Mail Reports.

Bosch and Siemens (HOME APPLIANCES)

March.2014 - September.2014

Senior CSA

- Attending calls, solving customer related problems and queries.
- Discussing customer issues with clients, taking escalation calls, and solving issues on hand and informing branch head via. mail.
- Transferring daily reports to team members and training new employees.

Authenticity

● The above mentioned information is true to the best of my knowledge.

MOHAMMED RAFI SHAFI KHAN