



# MOHAMMAD TEHSIN TARIQ

## CUSTOMER SERVICE EXECUTIVE

I seek to grow in a progressive organization where the blend of my experience and enhanced technical skills can help in achieving the goals of the company. I would like to exploit my potential and sense of obligation for the benefit of the organization; seeking position that will bring mutual growth in the future.

## CONTACT



Tehsin295@gmail.com



+971558299227



United Arab Emirates

## EDUCATIONS

### BACHELOR IN ARTS (HONORS)

Majoring in Management  
Anglia Ruskin University (UK) Abu Dhabi, U.A.E

### INTERNATIONAL ADVANCED DIPLOMA IN BUSINESS

NCC Education, BTEC, Abu Dhabi

### GCE 'O' & 'A' LEVELS (EDEXCEL)

Islamia English School, Abu Dhabi, U.A.E

## WORK EXPERIENCES

### IBEX GLOBAL (WESTERN UNION), LAHORE , PAKISTAN Shift Supervisor - Customer Service | Sep' 20 - Nov' 21

- Ensuring customer satisfaction through employee performance
- Monitoring daily employee performance and complaints
- Ensure that daily team productivity goals are met
- Conducting regular employee trainings and integration to ensure productivity
- Integrating with compliance and QA with policy updates
- Resolving escalated customer complaints
- Manage daily schedules, employee shifts, and time-off requests

### SKILL SETS ONLINE, LAHORE , PAKISTAN Client Relations Representative | Dec' 19 - Aug' 20

- Build relationships with key employees among customers
- Create plans to address clients' business needs
- Advise clients on creating profitable processes
- Schedule regular meetings with customers to ensure they are satisfied
- Act as point of contact for complaints and escalate issues as appropriate
- Help sales team up-sell or cross-sell services and products
- Study competition to find new ways to retain customers

### RAZI ENGINEERING & CO, LAHORE , PAKISTAN Manufacturing Operations Executive | Jan' 17 - Sep' 19

- Managed Automobile Spare Part inventory and stock movement
- Prepared and maintained financial and spare part production accounts
- Ensured an error free and efficient production and part assembly line
- Handled factory day to day operations.
- Handling supply receivings and order dispatches
- Resource Management in order to meet daily objectives
- Labor Management to maintain productivity

Valid UAE Driver's License, Manual  
(2026)

## LANGUAGES

URDU	<div><div></div></div>
ENGLISH	<div><div></div></div>
ARABIC	<div><div></div></div>

## SOFTWARE SKILLS

Microsoft Word	<div><div></div><div></div><div></div><div></div><div></div></div>
Microsoft Excel	<div><div></div><div></div><div></div><div></div></div>
Microsoft Office	<div><div></div><div></div><div></div><div></div></div>
CRM Software	<div><div></div><div></div><div></div><div></div><div></div></div>
Salesforce	<div><div></div><div></div><div></div><div></div><div></div></div>
POS Software	<div><div></div><div></div><div></div><div></div><div></div></div>
Adobe Photoshop	<div><div></div><div></div><div></div></div>

## WORK EXPERIENCES

### MUBARAK JEWELLERY, ABU DHABI , UAE

Sales & Marketing Representative | Nov' 14 – Sep' 16

- Greets and meets customers on arrival at the shop
- Listens attentively to a customer's needs and gives explicit explanation to satisfy such a customer
- Presents the customer with the needed jewelry and provides information, such as pricing; and gives a discount if need be
- Helps customers to wrap and bag their purchases
- Provides pricing information to the cashier alongside the weight of the items purchased
- Helps to facilitate payments after every purchase
- Takes charge of all the inventories in the shop or kiosk by entering them into the computer system

## VOLUNTARY EXPERIENCE

### WOW EVENTS – ABU DHABI , UAE

Customer Service Staff | Part Time | Jan'14 – April'14

### IML GROUP – DUBAI , UAE

Field Supervisor | Part Time | May'14 – Feb'15

### INNOVATONS GROUP – DUBAI , UAE

Promoter | Part Time | Sept'13 – Oct'13

### CLASS ACT EVENTS, ABU DHABI , UAE

Customer Service Staff | Part Time | Nov'13 – Dec'13

## SKILLS & EXPERTISE

- Detail understanding of market mechanisms.
- Confidence in Business dealings
- Corporate sales account management
- Experience in retail and manufacturing sales
- Excellent written and verbal skills
- Able to translate complex text into easily readable material
- Adopt very easily and quickly to changing organizational environment
- Ability to perform at the best capabilities under tight deadlines and strict pressure
- Ability to build strong relationships with the employees
- Time and Resource Management
- Quick learner