

# 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



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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

Valid UAE Driver's License, Manual (2026)

### 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

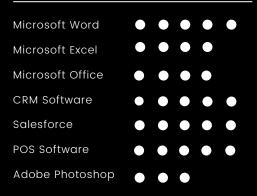
Manufacturing Operations Executive | Jan' 17 - Sep' 19

- 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

# LANGUAGES



# SOFTWARE SKILLS



# 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