



MOHSIN KHAN

A focused individual with over 12 years of sales and customer service experience. I have expertise in brands and product knowledge and am capable of converting a lead into a full time opportunity. My key area of skills lies with identifying an opportunity and making the best of it. I am an amazing team player and have proven leadership skills. Along with excellent soft skills I am also a hands on user of MS office, Windows server, backup application support and customer management system.

Contact

Phone

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Email

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Address

Abu Dhabi, UAE

Education

Syscoms College, UAE

- **IATA DIPLOMA**
Foundation in Travel & Tourism

Holy Cross Convent School,
INDIA

- HIGH SCHOOL

Expertise

- Product and Brand knowledge
- Problem Solving
- Natural Negotiator
- Proven Customer service skills
- Persuasive Speaker
- Ability to Use Positive Language

Language

- English
- Hindi

Experience

2021 - 2022

Somerian Health | Abu Dhabi, UAE

Office Coordinator

- Accurately and efficiently encode all data that needs organizing and recording.
- Organize and maintain original paper evidence.
- Self-auditing the workand checking for errors or duplication.
- Input, track, and maintain all encoded data and records.
- Report any major errors or inconsistencies to upper management.
- Maintain report logs of in-progress and/or completed work.
- Accurately recording information on company database and regular reporting back to management.
- Responsible for Encoding vaccination details of the patients in database for Vaccination Certification.
- Taking complaints and resolving issues in Al Hosn app.

2005-2022

DFS MIDDLE EAST LLC | Abu Dhabi, UAE

Sales & Customer Service Associate

- Approach, greet and welcome customers with a smile.
- Always provided good Service to Travelers to exceed their expectations.
- Maintain a good rapport and working relationship with staff in the department and company.
- Selling and up-selling products successfully to achieve targets.
- Accurately handle payments for sales transactions using POS machines.
- Accurately perform daily balancing and closing of cash collection duties.
- Ensure stocks are replenished and adhere to stock replenishment.
- Efficiently assist with stock counts, pricing changes and display changes when required.
- Managed team briefings and training.
- Give demo and product presentation to educate customer on branding.
- Being professional and presentable at all times.
- Perform informal and formal needs assessments for each customer to recommend appropriate goods and services.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Provide Managers with customer's feedback.
- Prepare product and service reports by collecting and analyzing customer information.
- Compile reports on overall customer satisfaction.

Personal Details

Date of Birth

- 12th November , 1983

Nationality

- Indian

Marital Status

- Unmarried

Residential status

- U.A.E Abu Dhabi

Visa Status

- Valid Till 06/08/2022

2003- 2005

ABU DHABI NATIONAL HOTELS & COMPASS ME LLC

Abu Dhabi, UAE

Floor Supervisor

- To prepare and serve food and drinks, in accordance with the Health and Hygiene regulations to meet the daily needs of the Customers and staff.
- Duties involve operating POS, food service, customer service, Cleaning tables, dishwasher operation, coffee machine operation and general cleaning duties as required in accordance with the HACCP {Hazardous Analysis Critical Control Point}.
- To communicate efficiently and effectively in a friendly and positive manner with visitors and other members of staff and management to create a pleasant atmosphere at all time.
- To report to the Catering manager any matters of concern which affects the day to-day operations of the department.

Training & Awards

- Attendee of C.O.S.H.H. (Control of substances Hazardous to health).
 - Attendee of HACCP. (Hazardous Analyzing Critical Controlling Point).
 - Attendee of Customer Care Service by Emirates Academy. Attendee of Fire fighting training by Health Ministry.
 - Attendee of Retail in Detail by Abu Dhabi Duty Free.
 - Awarded Employee Of the month for July 2006 by Abu Dhabi Duty.
 - Awarded certificate of Appreciation for commendable work Performance by Abu Dhabi Duty Free.
 - Awarded with Silver level for I-Care awards by ADAC.
 - Awarded employee of the month 2011and 2012 by DFS.
 - Awarded productive star award in 2018 by DFS.
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SUMMARY

I am confident that I will produce my best in any job entrusted to me. I thus seek an opportunity to work in your esteemed organization.