

# MOHAMMED AMJED DOULAHALI KHAN

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## Work Experience

Restaurant Associate - Arabesq (01/02/2022 - 30/06/2023) Hyderabad, India

**Job Role:** Cashier, Front-end Associate, Register Operator, Customer Service, Food Service.

- Provided excellent customer service to restaurant guests, ensuring a positive dining experience.
- Operated cash register and processed payments accurately and efficiently.
- Maintained a clean, tidy and organized work area.
- Handled High-volume credit and cash transaction using point of sale (POS) system efficiently.
- Successfully resolved customer complaints without escalating them to management.

## Work Experience:

Customer Service Agent/ Customer Support Assistance (Inbound Calls) Hyderabad India

Sykes Business Service of India Pvt Ltd. 01/01/2020 – 30/12/2021

- Call Center Agent (Inbound) "HBO Max Channel Customer Service Agent"
- Achievements/Tasks
- Provided excellent customer service to customer with subscription-related issues, troubleshooting, password change, login & logout in different device.
- Resolved customer issues in a timely and efficient manner, while maintaining a positive attitude.
- Worked with a high volume of calls, while maintaining accuracy and professionalism.
- Familiar with HBO Max's products and services, as well as its policies and procedures.
- Handled customer complaints and inquiries with tact and diplomacy.
- Utilized CRM software to track customer interactions and resolve issues.
- Attended training and development programs to improve customer service skills.

## WORK EXPERIENCE

Retailer Executive 01/03/2018- 30/11/2019

More Super Market Hyderabad India

Achievements/Tasks

- Oversee the day-to-day operations of the supermarket, including opening and closing procedures, ensuring the store is clean and well-organized, and managing staff schedules.
- Ensure exceptional customer service is provided by all staff members, addressing customer inquiries, resolving complaints, and assisting with special requests.
- Manage inventory levels, including ordering products, monitoring stock levels, conducting regular stock checks, and minimizing overstock or out-of-stock situations.

- Supervise the placement and arrangement of products on shelves and displays to optimize visibility and sales. Implement visual merchandising strategies to attract customers.
- Monitor product quality and freshness, ensuring that all products meet safety and quality standards.
- Conduct regular performance evaluations for store employees, providing feedback and addressing any areas that require improvement.
- Maintain a safe and hygienic store environment by enforcing safety protocols and cleanliness standards.
- Maintain relationships with suppliers, negotiate terms, and manage supplier contracts to secure the best products and prices for the supermarket.

## **Skills**

- Customer Service, Cash handling, Point of Sale (POS) system, Teamwork, Problem –Solving, Communication, Attention to detail, Leadership, Adaptability, Work-ethic, Time Management.

## **Education**

Intermediate

Sri Medha v (06/2013 – 06/2019)

Secondary School Certificate (SSC)

Thayal Grammar High School      06/2012 – 05/2013

## **LANGUAGES**

English (Full Professional Proficiency)

Urdu (Full Professional Proficiency)

Hindi (Full Professional Proficiency)

Telugu (Full Professional Proficiency)

## **Personal Information**

Name: Mohammed Amjed ODoulahali Khan

Nationality: INDIAN

Gender: Male

DOB: 02/06/1998

Visa Status: Visit Visa

Passport No: U 61 35 354

Visa Expiry Date: 12-12-2023