



Mohammed Faraz

Burdubai, Dubai, UAE.

Email: mohammedfaraz174@gmail.com / Mob: +971 50 204 7628

Dear Sir / Madam,

Having achieved extensive training and **10+ years** of experience as an, **Customer Service, Logistics – Supply Chain, FMCG (Retail/HORECA) Professional**. I, Mohammed Faraz, hope to commence my career by joining a highly reputable company that gives me the chance to utilize this knowledge and experience in a productive and innovative manner. Being part of your company, I will not only have the opportunity to groom myself into the finest professional, but I will also have contribute to the best of my abilities for the betterment of the company.

Being part of your organization, I believe that the exposure I get in this internationally diversified environment will enable me to make the best of my abilities. The scope of learning will be immense, as I will have the opportunity to work with a highly qualified and experienced team. I am certain that my detail oriented and proactive demeanor will prove to be a positive and seamless addition to your organization.

I hereby hope that we may arrange an interview where we can further assess how my motivation, talent and skills will address the needs of your organization in an effective and efficient comportment. I would be happy to respond to any questions that you may have.

Thank You,
Regards,

Mohammed Faraz.

MOHAMMED FARAZ

Mobile: +971-502047628

Email: mohammedfaraz174@gmail.com

Address: Burdubai, Dubai - UAE



Objective:

Seeking a challenging career that utilizes my skills in my area of competence and enriches my knowledge and gives me a chance to be part of a team that contributes towards the growth of the organization, thereby yielding the twin benefits of job satisfaction and convenient professional growth.

Key Management Skills & Expertise:

<ul style="list-style-type: none">• CRM Management• Managing contracts• Cold Storage Facility• Organizational skills• Stock Inventory• SAP Software• Attention to detail• Transportation• Reservations	<ul style="list-style-type: none">• Time Management• Petty Cash• Safety Management• Record keeping• Problem Solving• Microsoft Office• Excellent verbal & written communication skills• Flexible, capable to work under pressure & meet deadlines
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Career History:

1. Rahat Al Suroor Travel & Tourism – DUBAI, UAE

Jan 2021 – Present – Customer Service Executive:

Job profile:

- Confirm customer data is maintained within customer relationship management system.
- Provide information to customers including visa requirements, and applicable discounts or corporate rates.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Manage large amounts of incoming phone calls.
- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries through Chat/Email Support.
- Provide accurate, valid and complete information by using the right methods.
- Keeping records of customer interactions, transactions, comments, and complaints.

2. AL ASHRAFIYA INTERNATIONAL FOODSTUFF L.L.C – DUBAI, UAE

Aug 2013 – Sep 2019 – Warehouse In-Charge:

Job profile:

- Achieving high levels of customer satisfaction through excellence in receiving, identifying, dispatching and assuring quality of goods.
- Proven track record of motivating and guiding team members towards exceeding daily goals.
- Led a team of 32 Professionals Including Store Keeper, Delivery Drivers and Warehouse Associate.
- Interface with customers to answer questions or solve problems.
- Maintain items record, document necessary information and utilize reports to project warehouse status.
- Organize and maintain inventory and storage area.
- Ensure shipments' and inventory transactions' accuracy.
- Ensure that facility equipment is properly maintained.
- Communicate and collaborate with other team members
- Train, guide and evaluate new warehouse workers.

- Track expenses related to fuel, storage, and trucks maintenance.
- Make sure that all the staff personal files are updated and contain the required documents.
- Maintain, monitor and alert key personnel regarding the passport, visa, smart card and medical card expiry.
- Assist and monitor Sick Leaves, vacation leave and personnel movement.
- Prepares daily and monthly reports on current staff lists and numbers, staff time attendance, absence, lateness.

Educational Qualifications:

- ✓ B.sc (Computer Science) Graduation from Bundelkhand University - India 2010-2013
- ✓ Intermediate (Math & Science) High School from St. Joseph's Junior College- India 2008-2010

Personal Information:

Father's Name : Mohammed Nadeem
Date of Birth : 17th March 1993
Nationality : Indian
Gender : Male
Marital Status : Single
Languages Known : English, Urdu, and Hindi.
Visa Status : Own Resident Visa (Oct 2025)

Declaration:

I do solemnly affirm that the information contained is correct to the best of my knowledge and belief.

DATE: 01-MAR-2024

Place: Dubai - UAE.

(Mohammed Faraz)