

M|S

MOBIN SAYED

CUSTOMER SERVICES
ASSOCIATE & IVMS
COORDINATOR



ADDRESS

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EMAIL

Mobinofsat@gmail.com

I am a detail-oriented individual with experience in IVMS controlling, Accounting, computer science, and customer service. Through my experience in IVMS controlling, I have developed strong analytical skills and attention to detail. Additionally, I possess a solid foundation in accounting, with experience in financial reporting, budgeting, and analysis. I also have knowledge of software development, database management, and web programming. With strong communication skills and the ability to work collaboratively in a team environment, I am confident in my ability to contribute to technical or customer service-oriented roles, as well as in accounting and finance positions.

PERSONAL DETAILS

DRIVING LICENSE

Driving license category
MOTOR DRIVING HV/ LMV
INDIAN LICENSE

WEBSITES SOCIAL

WORK EXPERIENCE

CUSTOMER CARE REPRESENTATIVE

WNS GLOBAL SERVICES/MUMBAI/Dec 2013-Sep 2016

As a Customer Care Representative in the Schedule Change Department at WNS Global Services from 2013 to 2016, my responsibilities involved assisting clients with modifying their travel plans and resolving issues related to their bookings. I provided exceptional customer service by leveraging my communication, active listening, and problem-solving skills. My ability to empathize with clients, stay up-to-date with industry trends, and work collaboratively with team members allowed me to thrive in a fast-paced and dynamic environment. As a result, I was able to maintain positive customer relationships, resulting in high satisfaction rates.

CUSTOMER CARE REPRESENTATIVE

INOMODE/MUMBAI/Jan 2017-Aug 2019

LINKS

OFSAT WEBLINK :

<https://www.shanfari.com/ofsat.php>

<https://www.shanfari.com/ofsat.php>

EDUCATION

Secondary education.

SARASWATI VIDYALAYA/Mumbai
2010

Saraswati Vidyalaya in Chembur, Mumbai, India is where I completed my secondary education. The school has a reputation for high academic standards and offers diverse extracurricular activities. The experienced teachers and inclusive learning environment helped prepare me for higher education and personal growth.

HIGH SECONDARY
EDUCATION

**N.G ACHARYA D.K MARATHE
COLLEGE OF ARTS SCIENCE
COMMERCE/MUMBAI**
2011

N.G Acharya D.K Marathe College of Arts, Science Commerce is where I completed my 11th standard in science. The college is a highly respected institution known for its academic excellence and diverse range of programs. During my time there, I received a comprehensive education that laid a strong foundation in science, with a focus on subjects such as physics, chemistry, and mathematics. The experienced faculty, well-equipped laboratories, and inclusive learning environment provided me with the knowledge and skills necessary to pursue further studies in science.

HIGHER STUDIES IN
COMPUTER SCIENCE

**N.G ACHARYA D.K MARATHE
COLLEGE OF ARTS SCIENCE
COMMERCE/MUMBAI**
2012

As a Customer Care Representative at Inomode from 2017 to 2019, I provided technical support for online problem-solving and anti-virus solutions to U.S. customers. I quickly diagnosed and resolved technical issues related to computer hardware, software, and operating systems. My strong communication, active listening, and problem-solving skills allowed me to build strong relationships with customers and ensure their satisfaction. This experience equipped me with the technical and interpersonal skills necessary to provide exceptional customer service and support.

IVMS CONTROLLER

WHITE LIGHT GPS FLEETS LLC/Oman /Dec 2021-Nov 2022

As an IVMS Controller, my role involved monitoring and analyzing driver behavior and vehicle performance using an In-Vehicle Monitoring System. I ensured compliance with safety regulations and company policies by tracking driver hours, speed, and adherence to traffic rules. My analytical skills enabled me to identify areas of improvement and develop solutions to optimize performance and safety. Additionally, I maintained records and reports on driver and vehicle performance, and provided recommendations for training and development opportunities.

ACCOUNTS (PDO 3PL)

OFSAT LLC (OIL FIELD TRANSPORTATION)/OMAN (FAHUD)

As an Accountant, I managed financial records, ensured compliance with accounting principles, and maintained accurate financial transactions. I prepared financial statements, reconciled accounts, and provided financial analysis and reporting to stakeholders. Additionally, I coordinated with the head office for various tasks, such as making airplane ticket reservations and managing food bills. With proficiency in accounting software and Office 365 tools like PowerPoint and Word, I efficiently handled financial operations and supported administrative tasks to streamline office processes.

HOBBIES

Outdoor Activities: Physical recreation in nature Gardening: Cultivating plants for beauty/produce Swimming: Exercise and recreation in water Acoustic Music: Natural sound from non-electronic instruments Family Time: Quality time with loved ones

I completed my 12th standard in Computer Science with a good percentage. I gained a strong foundation in programming languages, data structures, and algorithms. My education and hands-on experience prepared me with technical skills such as software development, database management, and web programming.

SKILLS

Analytical skills



Attention to detail



Teamwork



Problem-solving



LANGUAGES

• ENGLISH

• ARABIC

• HINDI

• MARATHI

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