

MOHAMMED ARIF

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PROFILE

Experienced professional with 4 years across accounting, telesales, logistics operations, and financial brokerage. Skilled in financial operations, data analysis, and compliance. Proven track record in customer service and relationship building. Strong analytical, problem-solving, communication, and collaboration abilities. Committed to driving growth and optimizing financial performance.

WORK EXPERIENCE

Research Analyst and Retention Specialist

Numera International, Al Barsha, Dubai

Nov 2023 - Present

- Use mathematical models to come up with objective answers based on historical data.
- Perform research to base buy or sell recommendations to money managers, brokerages, or investors.
- Analyze data using statistical software.
- Identify trends and make recommendations to improve.
- Create presentations with charts and graphs to present to higher-ups and management.
- Develop recommendations for the future of the business.

Operations Assistant Cum Sales Coordinator

Seashell Shipping Services, Al Nahda, Dubai

Nov 2022 - Oct 2023

- Coordinate the movement of freight from origin to destination, ensuring timely delivery and adherence to customer requirements.
- Prepare and manage all necessary documentation for shipments, including bills of lading, customs forms, and other regulatory paperwork.
- Coordinate with customs authorities to ensure smooth clearance of shipments through customs processes.
- Identify and pursue new sales leads through market research, networking, and prospecting.
- Build and maintain strong relationships with existing and potential customers to promote repeat business and generate referrals.
- Prepare and present pricing proposals and quotations to customers, negotiating terms and pricing as necessary to secure new business.

Associate (CS) Internet (AT&T)

Sutherland Global Services, Kochi, Kerala

Feb 2022 - Oct 2022

- Respond promptly and professionally to customer inquiries and concerns via phone, email, or chat
- Assist customers with troubleshooting internet service issues such as connectivity problems, slow speeds, and equipment malfunctions.
- Guide customers through troubleshooting steps and provide technical support to resolve issues efficiently.
- Address billing inquiries, service plan changes, and account modifications as needed.

TeleSales Executive**Roameo Telecom (Optus Group), Kochi, Kerala**

Jan 2021- Jan 2022

- Proactively reach out to potential customers via phone calls to promote telecom products and services.
- Engage with leads and prospects to understand their needs and recommend appropriate telecom solutions to meet those needs.
- Effectively communicate the features, benefits, and value propositions of the telecom products and services offered by the company.
- Use persuasive sales techniques to close deals and achieve sales targets.
- Manage a pipeline of leads and opportunities, following up with prospects at various stages of the sales process.
- Qualify leads to ensure they meet the criteria for potential customers, and prioritize leads based on their likelihood to convert into sales.

Accountant General**International Charity Organization, Ajman, UAE**

Sep 2016 - June 2020

- Perform daily accounting transactions such as creating & posting vouchers
- Accurately record cash transactions
- Reconciling processed work by verifying entries and comparing system reports to balances.
- Prepared and mailed invoices to customers, processed payments and documented account updates.
- Performed administrative and clerical duties such as word processing, data entry, faxing and copying.
- Maintained clean and organized files by keeping accounts payable records up-to-date.

LANGUAGES AND SKILLS

- Languages: English, Arabic, Hindi
- Skills: Analyzing, Communication both verbal and written, Negotiating, Customer relationships, Product learning, Problem-solving, Financial Reporting, Customer service, PP Presentation Skill

EDUCATION

- **University of Calicut**
Bachelor of Business Administration, 2011-2014

CERTIFICATIONS

- Advanced Diploma in Manual Accounting.
- Advanced Diploma in Computerised Accounting (Tally Software)
- Microsoft Office (Word, Excel, PowerPoint, Outlook)

VISA STATUS & LICENSE

- Visa: Freelance
- Expiry date: 22/02/2025
- License No: 196015
- License Type: Automatic (Light Vehicle)