Mohd Ali Khalid



# Contact

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# Education

Bachelor of Science: **Mathematics** – 2016

Higher Secondary - 2013

# Certifications

MCITP – **Microsoft IT Professional 2010 in** 2015

# Summary

*A reputed position in the Customer service, Sales & Marketing or Retail Industry, which exploits my talents and empowers me to explore new avenues to learn and perform with Utmost Efficiency and Competence.*

# Skill Highlights

|  |  |
| --- | --- |
| * Bilingual customer support * Strong decision maker * Exercise independent judgments, decision making and problem-   Solving abilities. | * Service-focused * Improving customer experience * Innovative * Complex problem solver |

Experience

**Operations and Quality Control Supervisor** – 06/09/2022 to 18/08/2023

## 800CarGuru Automobiles Service Centre, Dubai UAE

* Determining and distributing work assignments and responsibilities and supervising projects to ensure employees collaborate towards a common objective
* Training new employees on company procedures and policies, including safety measures
* Monitoring employee performance and attendance and implementing disciplinary actions, if necessary
* Providing support and guidance to team members to ensure they perform their duties effectively
* Reviewing employee productivity and performance to ensure they meet clients' requirements or recommending improvements to meet quality standards
* Evaluating and recommending alternative procedures for auditing to ensure the company continues to improve
* Conducting regular meetings with inspection team to help foster teamwork and consistency
* Creating regular reports highlighting inspection performance and areas that require improvement
* Serving as subject experts regarding servicing, Customer requirements, processes, and delivery to ensure a successful experience for customer

# Languages

# **English**

# **Hindi**

# **Urdu**

# **Telugu**

# Interests

# **Aquascaping**

# **Cooking**

# **Gardening**

# **Training pets**

**Customer Support Representative/ SME** – 02/2017 to 02/2020

## Amazon development center Hyd, India

* Manage large amounts of incoming phone calls
* Generate sales leads
* Identify and assess customers’ needs to achieve satisfaction
* Build sustainable relationships and trust with customer accounts through open and interactive communication
* Provide accurate, valid and complete information by using the right methods/tools
* Meet personal/customer service team sales targets and call handling quotas
* Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
* Keep records of customer interactions, process customer accounts and file documents
* Follow communication procedures, guidelines and policies
* Take the extra mile to engage customers

**Store In charge** - 04/2016 to 01/2017

## Reebok (SunCorp Pvt Ltd)

* + Handling day to day store operations.
  + Responsible for the store profitability.
  + Rotation of staff in shifts.
  + Daily motivating the team to achieve their targets.
  + Managing stock, Daily inventory.
  + Daily sales report, Sales recon, Stock report

**Supervisor/Team Leader** - 05/2015 to 03/2016

**Reebok (Sun Corp Pvt Ltd)**

* + Responsible for smooth selling with team.
  + Helping customers to purchase according to their need and requirement
  + Co-ordination with the subordinate/Seniors to make the Operations and sales smoother & efficient.
  + Watching out for loss prevention through leakage and theft.

**Customer Sales Associate –** 01/2013 to 04/2015

## Woodland (Aero Club)

* + Ensuring that all customers receive excellent service through direct salesmanship, and prompt and courteous service.
  + Assisting customers with questions, needs and purchases.
  + Attending weekly sales meetings.
  + Maintaining successful relationships with retail customers.
  + Completing each transaction in a quickly and efficiently.
  + Greeting each customer that comes into the store in a warm manner.
  + Identifying customer requirements.
  + Preparing merchandise for display.
  + Assisting in physical inventory counts.
  + Implementing all visual merchandising standards.
  + Setting up merchandise on the sales floor.
  + Making sure that customers receive receipts on all purchases.