

Mohd **Khalid**

Ali



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Education

Bachelor of Science: **Mathematics – 2016**

Higher Secondary - **2013**

Certifications

MCITP – Microsoft IT Professional
2010 in 2015

Languages

English, Hindi, Urdu, Telugu

Typing

50WPS

92% Accuracy

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 judgement, decision making and problem-solving abilities.
- Service-focused
- Improving customer experience
- Innovative
- Complex problem solver

Experience

Trainee Team Lead / SME – L3 – 02/2019 to 02/2020

Amazon development center Hyd, India

- Monitor and guide daily workflow including; phone, email and chat volume ensuring consistent coverage of all three channel and make sure the productivity of my team meets the set goals of the company
- Manage CS help Inbox including monitoring and reporting trends, utilizing tools that includes: Seller Central, CSC Call Center Manager, TT, SIM, Fulfillment Control Center, Product Management
- Facilitate high-volume CS help desk communication using SIM. Prioritize issues, managing communication as resolve ticket within SLA
- Maintain and follow-up on manual, mishandled or exception orders regarding payment satisfaction
- Maintain customer feedback channels, customer comments, feedback and social media inquiries via Seller Central
- Assist with hiring interview loops, onboarding of permanent and temporary staff with new hire training program as needed
- Manage CS issue ticketing with payment and fulfillment teams to resolve customer and departmental technical issues

CSR / SNR (Search & Rescue) L2 – 02/2017 to 02/2019

Amazon development center Hyd, India

- Manage large amounts of incoming phone calls, chats and emails
- 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

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

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.