



Mohammed Younas

EXPERIENCE

August 2024 - March 2025

Merchandiser Fresh Express | Dubai, UAE

- Developed strong relationships with vendors to ensure timely delivery of merchandise.
- Selected merchandise based on price, quality and demand.
- Gathered and moved materials to facilitate assigned displays.
- Coordinated with the store team to plan and execute promotional events, boosting sales.
- Implemented visual merchandising strategies to enhance product visibility and attract customers.
- Kept pricing information up to date and implemented price changes on EPOS system and POS for uniformity.
- Trained new staff on merchandising techniques and company standards, enhancing team performance.

December 2023 - May 2024

Customer Service Representative DU | Dubai, UAE

- Addressed customer service enquiries quickly and accurately.
- Assisted customers with product-related questions, feedback and complaints.
- Maximised customer satisfaction by resolving service issues promptly.
- Guaranteed first-class customer service, enthusiastically anticipating and catering to customer needs and requirements.
- Monitored email to promptly collect and respond to complaints.
- Crafted and disseminated informative newsletters, keeping customers up-to-date with new products and services.

EDUCATION AND TRAINING

Expected in March 2026

Diploma of Higher Education | Business Management

Northwood University, Ras Al Khaimah, UAE

October 2022

Certificate of Higher Education | Aviaton

Akkademika, Dubai, UAE

October 2019

A-Levels | Business Management

Grammar School, Dubai, UAE

LANGUAGES

- English, C2
- Urdu, C2
- Hindi, B2
- Arabic, B2

LANGUAGES

English:	C2	Urdu:	C2
Proficient		Proficient	
Hindi:	B2	Arabic:	B2
Upper Intermediate		Upper Intermediate	

📍 Dubai, UAE 971

📞 +971581685827

✉️ mohammed20_04@icloud.com

SUMMARY

Born and raised in Dubai, UAE. Dedicated professional with exceptional skills in data service and support troubleshooting. V excellent communication, and conflict resolution. Proven ability to analyse data trends to optimise business performance and enhance client relations. Adept at team training, adaptable teamwork, and customer focus, with a strong attention to detail. Committed to delivering high-quality results through effective time management and presentation skills.

SKILLS

- Great Attention to Data
- Service and Support
- Troubleshooting
- Excellent Communication
- Skills Conflict
- Resolution
- Client Relations
- Attention to detail
- Analysed data trends to optimise business performance
- Presentation skills
- Time management
- Team training
- Adaptable teamwork
- Customer focus
- Attention to Detail