

Mohammed Sahad N

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SUMMARY

Experienced operations manager skilled in telemarketing, customer relations, and administration. Proven in donor engagement, recruitment coordination, and delivering exceptional support. Masters in Islamic Studies, multilingual, adept in leadership, and documentation. Seeking growth-oriented opportunities.

EXPERIENCE

Operations manager Wisechamps Education

May 2023 – October 2023, New Delhi

- Conducted comprehensive onboarding and induction sessions for parents, ensuring a smooth transition to the educational platform.
- Facilitated teacher training sessions, focusing on pedagogical methods and technical proficiency to enhance the overall teaching experience.
- Provided exemplary customer support, promptly addressing queries and ensuring customer satisfaction.
- Managed efficient scheduling of student batches, optimizing organizational effectiveness in the learning environment.
- Collaborated with the sales and marketing team, gathering feedback pre and post-demo classes for continuous improvement.

Telemarketing officer/ Administrative officer UNICEF

December 2021 – February 2023, New Delhi

- Conducted donor welcome calls, enhancing UNICEF India supporter experiences in multiple cities.
- Assisted recruitment by scheduling interviews, collaborating with senior officers for streamlined processes.
- Proactively followed up on warm leads, significantly supporting UNICEF India's initiatives.
- Implemented telemarketing strategy, achieving a 15% increase in closed deals and 20% higher customer satisfaction within 6 months.

Customer Care Executive CYFUTURE INDIA PRIVATE LIMITED

December 2020 – December 2021, Noida

- Proficiently managed incoming/outgoing calls, addressing queries promptly for efficient customer support.
- Attained a 95% customer satisfaction rate through strong communication and in-depth product knowledge, handling 60+ interactions daily.
- Generated detailed reports, facilitating continuous analysis and improvement for a positive customer-centric service approach.

EDUCATION

Masters of Arts in Islamic studies

Jamia Millia Islamia • New Delhi • 2020 • 7.7

Mukhthasar (Bachelor of Arts) in Islamic Theology

Majmau Quadissiyathul Islamia • Kollam • 2017

Bachelor of Arts in English literature

Minor in Arabic • MANONMANIAN SUNDERNAR UNIVERSITY • THIRUNELVELI, TAMIL NADU • 2016 • 5.5

Diploma in Urdu Language

National Council for Promotion Of Urdu Language (Government of India) • New Delhi • 2013

CERTIFICATIONS

Code of Conduct

UNICEF • 2022

Certificate in Arabic Language

National Council for Promotion Of Urdu Language (Government of India) • 2016

SKILLS

LMS (Learning Management System)

Hard Skills: Operations Management, Administration, Management

Languages: Arabic, English, Hindi, Malayalam, Tamil, Urdu

Software: Microsoft Office, Zoho Crm, Wati, Airtable, Google Sheets, Canva

Soft Skills: Problem Solving, Critical Thinking, Leadership, Organizational, Communication, Presentation, Negotiation, Decision Make.