

# Mohd Zeeshan Raini *Admin*

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## Profile

Dynamic and detail-oriented professional with over 4 years of diverse experience in administration and customer support. Adept at overseeing operations, managing teams, and ensuring compliance in high-paced environments. Proven ability to streamline processes, enhance customer satisfaction, and support organizational goals. Possessing strong communication, problem-solving, and leadership skills, I aim to leverage my expertise in a challenging role where I can contribute to organizational success and drive efficiency. Seeking to apply my experience and skills in a customer-centric role within the retail industry. Fluent in English, Urdu, and Hindi, with an understanding of Gujarati and Punjabi.

## Professional Experience

### Admin, Vishal Mega Mart

08/2022 – 06/2024 | Lucknow, India

As an Admin at Vishal Mega Mart, I was responsible for overseeing and managing the daily administrative operations to ensure the smooth functioning of the store.

### Roles & Responsibilities

- **Inventory Management** - Regularly monitoring stock levels, coordinating with suppliers, and ensuring timely restocking of goods. I maintained accurate inventory records to prevent stock shortages and excesses.
- **Staff Coordination** - Assisted in scheduling, payroll management, and handling HR-related tasks. I facilitated communication between the management and store staff to ensure efficient operations.
- **Financial Oversight** - Managed cash flows, sales records, and prepared financial reports. I also handled billing, payments, and reconciliations, ensuring accurate financial documentation.
- **Customer Service Support** - Oversaw customer service operations, addressing customer complaints, and ensuring high levels of customer satisfaction.
- **Compliance and Security** - Ensured the store complied with legal regulations, health and safety standards, and implemented security measures to protect both staff and inventory.

### SME (Subject Matter Expert), Startek

06/2021 – 07/2022 | Lucknow, India

As a Subject Matter Expert (SME), I supported agents in various aspects including product knowledge, customer satisfaction, quality assurance, case volume, agent ratings, average handle time (AHT), resolution time, and company ratings. My role involved categorizing these responsibilities into specific areas such as:

### Roles & Responsibilities

- Expert Knowledge and Support.
- Training and Development.
- Quality Assurance.
- Documentation and Reporting.
- Problem-Solving and Troubleshooting.

### Customer Support Executive, Startek

05/2020 – 06/2021 | Lucknow, India

I served as a Customer Support Executive at Zomato, where I expertly addressed and resolved customer queries and issues, ensuring a seamless and satisfactory experience with the platform's services.

### Roles & Responsibilities

- Handling Customer queries on chat and on calls.
- Updating bank details of delivery partners in which he has facing issues.

### Key Achievement

- Appreciated for handling the team as a Senior Executive.
- Appreciated for working on high-pendency work.
- Appreciated for helping newcomers.

## Education

### B.tech in Computer Science, AKTU

2016 – 2020 | LUCKNOW, India

### Intermediate Passed from (U.P Board), St. Meera's Inter College

2016 | LUCKNOW, India

### High School Passed from (U.P Board), St. Meera's Inter College

2014 | LUCKNOW, India

## Skills

Communication Skills



Technical Proficiency



Customer Relationship  
Management



Customer Service Orientation



Sales Skills:



Problem-Solving Skills:



CRM Software



Market Analysis



Negotiation Skills



Presentation Skills



Analytical Skills



Teamwork



## Languages

English



Hindi



Gujrati



Punjabi



Urdu



## Declaration

I hereby declare that all the information provided above is accurate to the best of my knowledge.

**Mohd Zeeshan Raini**