

MUHAMMED SAHAL

Customer Service Representative | Sales Agent

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📍 International city, Dubai



SUMMARY

Enthusiastic Customer Service Representative with over 5 years of Experience in sales, customer service, and problem resolution. Dedicated to bettering the customer experience with reliable

Product education, timely assistance, helpful feedback and respectful conflict management response. Proven ability to handle to handle customer inquiries and complaints in a professional & courteous manner.

EXPERIENCE

Customer Service Representative

Western International Group -(Nesto hypermarket)

📅 02/2022 - 02/2024 📍 Muscat, Sultanate of Oman

Roles & Responsibilities

- Communicated with customers to ensure product Understanding, answer questions and facilitate conflict resolution, improving customer satisfaction
- Answering queries and concerns about a company's products or services & Resolving issues and handling customer complaints
- Managed a team of people and assessing their performance through regular Call Quality Audits, Providing feedback sessions.

Sales Executive

Sina Corner Supermarket

📅 11/2019 - 12/2021 📍 Manama, Kingdom of Bahrain

Roles & Responsibilities

- Work in a team environment with one goal. Conducts day by day grocery audits.
- Train associates according to policies and applicable laws.
- Manage and supervise up to 25 associates in the Grocery Department Responsible for the overall direction and coordination.

GST Billing

Musthan Industries

📅 04/2018 - 11/2018 📍 Kannur, India

Roles

- Prepare tax returns, payments, paperwork, and reports as needed.
- Assess and investigate complicated tax situations in order to find solutions
- Determine tax savings and offer profit-boosting strategies

SKILLS

Sales Time Management

Customer Service

Problem Resolution Mail Handling

Microsoft Office Excel Word

Teamwork

EDUCATION

Bachelor of Arts Arabic

Shamsul Ulama Islamic Academy

📅 2018 - 2018

📍 Koothuparamba, Kerala - India

Higher Secondary Education

Shamsul Ulama Islamic Academy

📅 2015 - 2017

📍 Koothuparamba, Kerala - India

LANGUAGES

English

Advanced



Arabic

Advanced



Hindi

Advanced



INTERESTS

Nationality: Indian

DOB: 25-10-1999

Visa Status: Visiting visa

Driving License: Valid Oman DL