

RESUME

SYED GOUSE MOHINUDDIN
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Objectives - A highly motivated and ambitious individual able to give timely and accurate advice, guidance, support and training to team members and individuals. Having a proven ability to lead by example, consistently hit targets, improves best practices and organizes time efficiently.

Now looking forward to making a significant contribution with a company that offers a genuine opportunity for progression.

Highlights

1. Working as Site Supervisor (Operations) at **SP Corporation (AI Shirawi Group)**, Dubai – UAE
2. Worked as Visual Merchandiser at **I-Life Digital Technology**, Dubai – UAE
3. Worked as Associate Customer Support Advisor at **Tech Mahindra**, India
4. Worked as Sales Executive at **ARN Systems**, India
5. Highly organized, flexible, motivated, and dedicated with positive attitude
6. Diplomatically works well even under pressure
7. Ability to develop a good understanding of customers business
8. Ability to manage mathematical calculations
9. Ability to read and comprehend documents
10. Ability to process routine and simple transactions
11. Ability to operate computer and telephone systems
12. Superior customer service skills

Professional Experience

- 1) **Working with SP Corporation (AI Shirawi Group), Dubai (2018 – Present)**
DESIGNATION: Site Supervisor (Operations)

Roles & Responsibilities:

- Attending & closing customer complaints critical within 24hours.
- Having ability to prioritize and solve problems and situations as they arise.
- Preparing monthly operations reports & revenue reports.
- Submission of monthly operations reports, weekly & daily reports to client.
- Identifying malpractices by staff at site, zero audit queries finding on fraud.
- Reporting accidents & incidents immediately to site manager.
- Preparing KPI & monthly, weekly roster in advance.
- Checking of Access Control System for Visitors and Tenants.
- Prepare Financial report for car park operation & Valet operations
- Financial management including cash management, monthly client invoicing, assisting finalization of monthly reports.
- Preparation of Bank Reconciliation Statements.
- Petty cash recording and documents filing.
- Manage all accounting operations based on accounting principles.
- Preparation of purchase orders, credit memos, quotation and delivery note.
- Daily accounting of transactions such as bank/cash payments and credit card vouchers.
- Reconciliation and collecting of self & valet parking revenue.
- Monitoring float status of payment machines and cashier.
- Responsible for monthly and quarterly car parking validation reports of all tenants of client.
- Assist accounts manager with internal and external financial reporting requirements.
- Responsible for cash reconciliation at company projects. Monthly client invoicing.
- Maintaining minimum stock level for critical spare parts, parking tickets, barricades.
- Health & Safety, and First Aid experience.
- Handling staff compliance or team to grooming/hygiene, hair, shaving, odour, nails etc.
- Experience in supporting Quality and Regulatory functions is a plus.



Professional Experience

2) Worked with i-Life Technology Dubai (2016 – 2018)

DESIGNATION: Visual Merchandiser



Roles & Responsibilities:

- Improve upon a customer or associate's knowledge of various products.
- Convince customers to purchase certain promoted products (**Laptops, Tablets, and IT Products**) by marketing the items.
- Developed skills in communication through conversations with customers.
- Meetings with my supervisor and managers and studying varying sales techniques.
- Improved skills in research and computer repair through studying of computer & Hardware and technical specifications.
- Collaborate with management and sales team to increase gross profit and commissions.

Professional Experience

3) Worked with Tech Mahindra, India. (2012 -2016)

DESIGNATION: Associate Customer Support



Roles & Responsibilities:

- Process orders from the customers and providing helpful information and responding to complaints over CRM software.
- Major Products - Fixed line and Mobile telephony, Fiber Broadband and IP TV.
- Support Scope - 12 Million residential and business users, Geography- Philippines.
- Handling CRM software and MS office.
- Give full support to customers with queries.
- Handle escalations from clients.
- Raising Ticket and generate orders.
- Process quality and orders within TAT.
- Perform each duty above with our customers' satisfaction as the number one priority.

Professional Experience

4) Worked with ARN Systems Pvt. Ltd, India (2010 – 2012)

DESIGNATION: Computer Sales & Services



- Handled the tasks of selling computer hardware as well as peripherals to corporate sectors and dealers.
- Sold various types of brands like IBM, Hewlett Packard, Compaq and Macintosh.
- Responsible for preparing status reports including follow-ups and closings.
- Developed and implemented special sales activities to increase sales.
- Maintained and established relationship with current client and potential clients.
- Assisted with shipping schedules and delivery of merchandise goods and services.
- Identified and resolved client's problems.

Education Qualification:

University of Madras, Chennai - India

- Bachelor of Commerce (Computer Applications) – 2009.

Technical Skills:

- MS Office (Ms Excel, Ms Word, Ms PowerPoint).
- Typing Speed upto 40 wpm.
- Working on Platforms like Windows 10, Windows 8, 7, Windows XP.
- CRM, Nextgen and PowerBi.

Personal Details:

- Name: - Syed Gouse Mohinuddin
- DOB: - 21/07/1989
- Passport- R5913426
- Languages Known: English, Hindi, Telugu, Tamil and Urdu.

Declaration:

I hereby declare that the above furnished information is true to the best of my knowledge and belief.

Place: *Dubai*

(Syed Gouse Mohinuddin)