RESUME

SYED GOUSE MOHINUDDIN Bur Dubai, U.A.E Ph.no: - +971544054917



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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 (Al 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

Working with SP Corporation (Al 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 monthlyreports.
- 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

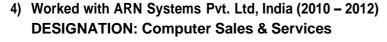
3) Worked with Tech Mahindra, India. (2012 -2016) **DESIGNATION: Associate Customer Support**



Roles & Responsibilities:

- Process orders from the customers and providing helpful information and responding to complaints over CRM
- 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





- Handled the tasks of selling computer hardware as well as peripherals to corporate sectors and
- Sold various types of brands like IBM, Hewlett Packard, Compag 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)