



Mohammed Arsh

Customer Service Representative

A dedicated professional with over 5 years of experience in Customer Relationship Management with significant exposure with reputed organization in India & UAE, in the field of Online Food Delivery Industry and Consumer Electronics.

- ✉ moha.arsh@gmail.com
- 🏠 Deira, Dubai, U.A.E
- 📅 Date of birth 10/29/1986
- 🚩 Indian
- 📄 UAE Driving License
- 📞 0555692212
- 👤 Married

Professional Skills

- Customer Service
- Leadership
- Analytical
- Communication
- Time-Management
- Multitasking and Organizational
- Interpersonal
- Problem-solving

Languages

- Malayalam
- English
- Hindi

Interests

- Networking
- Travelling
- Reading

Additional Info

- Passport No.: L 2901901
- Visa Status: OWN VISA
- Visa Validity: 02-02-2025

Education

- **Bachelor of Commerce (B .Com)**
From May 2007 to June 2010 **C.V. Raman University** India

Professional Certifications

- CISCO CERTIFIED NETWORK ASSOCIATE (CCNA)**
- MICROSOFT CERTIFIED SYSTEM ADMINISTRATOR ((MS Windows Server)**
- RED HAT CERTIFIED TECHNICIAN (Red hat Enterprises Linux 5)**
- ACCOUNTANTS SERVICE SOCIETY**
- CERTIFIED HARDWARE AND NETWORKING PROFESSIONAL**

Work experience

- **Customer Service Representative**
From June 2018 to April 2022 **Potafo Pvt. Ltd.** Kozhikode, India
 - Reviewed and processed orders from customers, contacted and arranged delivery on-time.
 - Attended the queries of customers and coordinated the physical shipping process
 - Built sustainable relationships and trust with customer accounts through open and interactive communication
 - Followed communication procedures, guidelines and policies
 - Provided customers information about additional products and services
- **Real Estate Agent**
From July 2010 to April 2018 **Freelance** Mahe, India
 - Presented purchase offers to sellers for consideration.
 - Compared a property with similar properties that have recently sold to determine its competitive market price.
 - Accompanied buyers during visits to and inspections of property, and advised them on the suitability and value of the property that they visited.
 - Prepared documents such as representation contracts, purchase agreements, closing statements, deeds, and leases.
- **Salesman**
From May 2009 to March 2010 **ALHANA Electronics Trading LLC** Abu Dhabi
 - Provided accurate information like product features, pricing and after-sales services.
 - Answered customers' questions about specific products and services.
 - Conducted price and feature comparisons to facilitate purchasing.
 - Managed Cross-selling of products
 - Ensured racks are fully stocked
 - Managed returns of merchandise and provided assistance on after sales warranty issues.