



Munawar Ghuloom Ebrahim Mahdi
Villa 2628, Road 1143, Block 1211, Hamad
Town

Contact No.: 37733935 / 36900201

Personal Details:

Date of Birth: 30th August, 1989

Place of Birth: Manama

Nationality: Bahraini

CPR No.: 898066670

Marital Status: Married

Education Qualification:

1. Diploma of retail management

On 28th February 2016

2. Sales & Marketing Executive International Certificate

3. ICDL Certificate _ Modem Institute.

4. Appreciate Certificate From Al.shaya. Company

5. 2005 – 2008 Tawjihiya Certificate – Isa Town Secondary School

Employment/Work Experience:

1. viva (call canter) Nov 2017- Aug 2018

2. neurologist privet clinic (Receptionist) Sep2015- Oct 2017

- Experience in medical insurance

3.Home Zone (Al-Futtaim Group Co W.L.L) Dec 2012 (Customer Service) September 2015

4. Peacocks (Alshaya Trading Co. W.L.L), Bahrain Mall (2008-2012)

- Interacting with customers to know their needs and fulfill them & handling counter.
- Build relationship with customers by contacting them to follow up purchase, inform/suggest new merchandize and upcoming events to maximize the sales and achieve the store target.
- Maintain customer database to secure future sales/customers and build customer loyalty.
- Handle customer complaints, telephone transactions and feedback.
- Handle transactions at the cash wrap.
- Give focus and importance on customer services to maximize the sales and achieve the store target

CAPABILITIES:

Ability to work under pressure

Good communication skills

Self-motivated, goal oriented, dedicated and dependable

Good team worker

Skills:

Can speak three languages: English, Arabic, and Persian

Knowledge of using Computer and Internet