

CURRICULUM VITAE

MUHSIN KHALIL UR REHMAN GHULAM YASSIN

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PERSONAL INFORMATION

Name : Mushin Khalil Ur Rehman Ghulam Yassin
Address : kingdom of Bahrain – Manama center
Date of birth : 03/01/1986
Place of birth : KSA - Medina
Nationality : Pakistan
Status : Married

QUALIFICATIONS

- Complete Memorize the Holy Quran - 1999
Grade : very good
- High school – Alaqeeq Int, High School - 2003
Grade : good
- Dar al Eman High School - 2014
Grade : good

Languages

- English : Speaking (good) Writing & Reading (Fluent)
- Arabic : Speaking & Writing & Reading (Fluent)
- Urdu : Speaking & Writing & Reading (Fluent)

Training & Courses

- Customer Service Training - 2011
- Quran Teacher Training - 2004
- MS Office Training Professional - 2012
- Effective Project Management - 2015

Professional skills

❖ **Company name** : **CREATIVE MIRROR COMPANY**
Position : General Manager
Duration : From 01st August 2016 to till the Date

DUTIES & RESPONSIBILITIES

- Work on all company functions
- Development in the fields of the company
- Work on a savings card
- Develop a plan to open up new areas of work
- Follow up important clients
- Follow-up of grants
- Train employees on how to increase sales

- Work on a feasibility study to open the Family Roti outlets
- Work on Feasibility Study of Card Savings

MY ACHIEVEMENTS

- Establish a website for the company
- Establishing a website for the site
- Gain new clients (Madinah Development Authority - Swiss Boutique Hall - Dar Al Hijra Intercontinental)

❖ **Company name** : **ALSOURAYIA TRADING COMPANY**
Position : Customer Care Centers Manager
Duration : From 01st March 2011 to 30th July 2016

DUTIES & RESPONSIBILITIES

- Opening of new outlets of CCC to serve flooring sales point.
- Follow up CCC Operation in all regions.
- Develop a plan to training CCC coordinators.
- Training new employees on the basics of customer service and nature of work in CCC.
- Coordination with the coordinators in all areas to collect the contact numbers of customer in their.
- Work on data base of company customers in all regions.
- Follow up over the smooth delivery and installation process in all regions.
- Plan to distribution of CCC team in all region.
- Follow up and smooth out the accuracy of the products from the warehouse.
- Ensure the quality of delivery and installation process.
- Ensure customer satisfaction with CCC services.
- Send comments and suggestions of customers to concerned department.
- Follow up services provided to the competitors and to make sure that the level of service we provide to our customer is the better then thy have.
- Solve all the customer the problems of CCC.
- Solve all customer problems.

MY ACHIEVEMENTS

- Development all CCC.
- Reduce expenses of CCC by 35%.
- Development all CCC drivers and installer.
- Development all CCC assistants.
- Upgrade the reputation of the company to the top level.
- Earn customer confidence which led to increase 20% sales of the company per year under my management.
- With my assist we have come up with the new program to serve CCC flooring.
- Participate e-meeting of company management board to develop our services every 3 month.
- Member of the organizing committee for annual ceremony & events for our company from 2011 until 2016.

❖ **Company name** : **ALSOURAYIA TRADING COMPANY**
Position : Coordinator Customer Care Centers
Duration : From 12th June 2010 to 28th February 2011

DUTIES & RESPONSIBILITIES

- Get the customers data and product that has choice.
- Contact to the customer and determine the appointment date for the delivery and installation of the product.
- Identify team members who are the process of delivery and installation.
- Follow up the products that customer choice when out from warehouse.
- Follow up the delivery and installation at the customers home.
- Ensure the arrival of the product to the customer intact time.
- Ensuring customers satisfaction.
- Send comments and suggestion of the customers to CCC direct manager.
- Follow up services provided to competitors and give suggestion for the CCC direct manager.
- Contact with the direct manger and give him any warnings that may harm the products or service provided to the customers quality.

MY ACHIEVEMENTS

- Opened 1st CCC in Alsourayia Trading Company.
- Work on the excel software to work hand schedules for customer appointment.
- With my assist we have come up with new software to serve CCC furniture.
- Hiring CCC coordinators for all regions.
- Training all new CCC coordinators for all regions.
- Develop a CCC of hand scheduling to electronics appointments.
- Work on central technicians of the company.
- Work on central drivers of the company.
- Work on central CCC for installing and delivery to the customers.
- Reduce the company expenses after the central work by 40%.
- Participate in board meeting to work on a new software to serve CCC furniture.

❖ Company name : **AL DOWALIAH COMPANY FOR ELECTRONICS**
Position : Coordinator Customer Care Center
Duration : From 15th June 2008 to 31st May 2010

DUTIES & RESPONSIBILITIES

- Coordination with customer and display electronics devices in the customers home.
- Necessary periodic maintenance of devices and earn customer satisfaction.
- Earn the confidence of the customers after sales.

MY ACHIEVEMENTS

- Acquiring new customers and turn them into new selling operation
- An increasing in sales of consumer tools by 50%.
- Provide best service to customers led to the renewal of several contract.

❖ Company name : **SAMBABANK**
Position : Customer Service Staff
Duration : From 01st April 2007 to 31st May 2008

DUTIES & RESPONSIBILITIES

- Coverage of governments and major companies staffing the city.
- Get a larger numbers of subscribers at the bank.

MY ACHIEVEMENTS

- Earn new subscribers at the bank with a number of 250 to 300 customers per month.

❖ **Company name** : **MOBILY – TELECOM COMPANY**
Position : Customer Service Staff
Duration : From 24th October 2006 to 31st March 2007

DUTIES & RESPONSIBILITIES

- Solving the customers network problem.
- Serve international networks of customers.
- Record their suggestions in the mobily system.
- Instant response with customer complaints.

MY ACHIEVEMENTS

- Earn new customer from major companies and governments employes to mobily.
- Achieve sales target continuously.

❖ **Company name** : **CEDAR TAIBA FOR CONSTRUCTION**
Position : Manager
Duration : From 04th April 2005 to 31st August 2007

DUTIES & RESPONSIBILITIES

- Oversee the shop operations.
- Management of staff.
- Go to the workplace and supervision of work and earn customer satisfaction.
- Instant response with customer complaints.

MY ACHIEVEMENTS

- Upgrade the reputation of the show room.
- Increase sales by 20%by opening new areas for sales operation.

❖ **Company name** : **AL DOWAIHIS FOR CURTAINS**
Position : Manager
Duration : From 02nd December 2003 to 28th February 2007

DUTIES & RESPONSIBILITIES

- Overseeing the sales process and end the sales operation.
- Management of staff.
- Oversee the purchase of consumer products.
- Oversee the production process.

MY ACHIEVEMENTS

- Earn permanent customer for the shop.
- Rising the productivity and customers to the top level of show.
- Reduce operation expenses up to 30%.

OTHER SKILLS

- Appointments commitment.
- Loyalty.
- Work in a competitive and challenge averment.
- Ability to work under pressure.
- Interpersonal communication style with others.
- Time management.
- Management of staff and encourage them continuously.
- Work on the MS programs.
- Ability to communicate in many languages.

FUNCTIONAL VISION AND AMBITION

- Progress for the better with the continuously learning from past experience and develop to the best.
- Stability in the company appreciate hardworking and progress motivation emotional.

DECLARATION

I hereby declare that the above mentioned are true to the best of my knowledge and Belief.

MUHSIN KHALIL YASSIN