



# MOHAMMAD RIZWAN

## JEWELRY & WATCH SALES SPECIASLIST

### Profile

Provide exceptional customer service to clients in the jewelry and watch department of the store. Educate clients about the features and benefits of department jewelry and watch products and assisted in closing sales. Maintained cleanliness and organization of the jewelry and watch department. Develop positive rapport with people at all levels of responsibility.

### ACADAMIC QUALIFICATION

- BACHELOR'S DEGREE IN BUSINESS AND ADMINISTRATION (IB)
- DIPLOMA IN ELECTRONICS & TELECOMMUNICATION (ENGG)

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### LANGUAGE

- English (Fluent)
- Arabic (Professional)
- Hindi (Fluent)

### CERTIFICATION

- Power BI for Beginners
- Data Visualization with EXCEL  
(Certified by Simplilearn)
- Excel Tips and Tricks
- Customer Relationship Management
- Financial Risk Analytics  
(Certified by Great Learning)

### COMPUTER EDUCATION

- Typing, Word Processing, Spreadsheet, Presenting Tools, Web Brower's, Communication Tools, Scheduling Tools, Internet Connection, Printer, Scanner.

## WORK EXPERIENCE

### AL MUZAINI EXCHANGE COMPANY (KUWAIT)

#### BRANCH (sales)

#### MANAGER

JAN 2019 –  
JAN 2024

- Directly supervises the head teller and tellers in the branch.
- Assist with customer service to ensure overall customer satisfaction.
- Create plans and forecasts that are built to fit future needs.
- Work to grow business and customer acquisition.
- Train employees and evaluate their performances.
- Open and close Branches as required and ensuring task and check are completed.
- Manage Branch staff in accordance with company policies and procedures.

### KANZ JEWELS DUBAI LLC (UAE)

#### STORE IN CHARGE

May 2017 –  
Jul 2018

- Coordinate daily customer service operations (e.g., sales processes, orders, and payments)
- Track the progress of weekly, monthly, quarterly and annual objectives.
- Monitor and maintain store inventory.

#### JEWELRY SALES

#### REPRESENTATIVE

Jun 2016 –  
Apr 2017

- Responsible for proper & attractive display of jewelry
- Giving knowledge & correct guidance to customers while they are making their purchase.
- Responsible for all point of sales activities in the showroom which includes Sales Transaction, Tracking Customer Orders, Payments,
- Offering outstanding customer service

### PC CHANDRA JEWELLERS SERAMPORE (INDIA)

#### JEWELRY Sales

#### ASSOCIATE

April 2013–  
May 2016

- Provided accurate information about promotions, customer programs and products, helping drive high customer retention.
- Offered each customer top-notch, personal service and polite support to boost sales and customer satisfaction.
- Balanced and organized cash register by handling cash, counting change and storing coupons.
- store inventory, transactions, new purchase orders and pricing needs.
- Used consultative sales approach to understand customer needs and recommend relevant offerings.
- Completed setup, breakdown and product preparation for promotional displays and in-store demonstrations.

## PASSPORT AND STCW COURSE DETAILS

PASSPORT NO: M5970037

ISSUED DATE: 29/01/2015

PLACE OF ISSUE: KOLKATA

INDOS NUMBER: 23ZR3541

CDC NO:

EXPIRRY DATE: 28/01/2025.

SID NO:

### STCW COUSES DETAILS

- Certification of Proficiency in Security Training for Seafarers with designated Security Duties – **certificate no: 3030166621240052**
- Certification of Proficiency in Personal Survival Techniques, Fire Prevention & Fire Fighting, Elementary First Aid and Personal Safety and social Responsibilities- **certificate no: 3030166101231392**
- Passenger Ship Familiarization (crowd management, passenger ship safety & safety training for personal providing direct service to passengers in passenger space) – **certificate no: 3030085211240031**

