



Mirza Shafeequr Rahman Baig



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OBJECTIVE

To enhance my professional skills, capabilities and knowledge in an organization which recognize the value of hard work and trusts me with responsibly and challenges.



EDUCATION

- ☐ **Master of Commerce**
Shibli National PG College
VBS Purvanchal University
2015 up (India)
- ☐ **Bachelor of Commerce**
Shibli National PG College VBS
Purvanchal University 2013 up
(India)



CERTIFICATE

Educational National Institute of Technology New
Delhi CCC – Grade A
Proficiency / Computers
Ms Office Ms Excel, Tally Prime



WORK EXPERIENCE

Company: Al Jawhara
Location: Dubai (UAE)
Position: Sales cum Cashier and Customer
service Duration: 8 months

- ☐ Organize office and assist associates in ways that optimize procedures.
- ☐ Identify and assess customers' needs to achieve satisfaction
- ☐ Provide accurate, valid and complete information by using the right methods/tools.
- ☐ Meet personal/customer service team sales targets and call handling quotas.
- ☐ Sort and distribute communications in a timely manner.
- ☐ Create and update records ensuring accuracy and validity of information.
- ☐ Schedule and plan meetings and appointments.
- ☐ Monitor level of supplies and handle shortages.
- ☐ Managing transactions with customers using cash registers.
- ☐ Scanning goods and ensuring pricing is accurate.
- ☐ Collecting payments whether in cash or credit.
- ☐ Issue receipts, refunds, change or tickets.
- ☐ Greet customers when entering or leaving the store.



PERSONAL DETAIL

Date of Birth
03/12/1992

Nationality
Indian

Gender
Male

Marital Status
Married

Religion
Islam

LANGUAGE



LANGUAGE
English

Urdu

Hindi

Arabic (little)



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PASSPORT DETAILS

Passport No
R9860397

Place of Issue
Lucknow

Date of Issue
22/05/2018

Date of Expiry
21/05/2028



OTHER SKILLS

- ☐ Prepare Excel Sheets
- ☐ Make Invoice, Quotation
- ☐ Handling Cash
- ☐ Print, Scan, Mail



STRENGTHS

- ☐ Diplomatic and positive
- ☐ Leadership and communication skills
- ☐ Coordinating skills
- ☐ Team player
- ☐ Ability to multitask
- ☐ Decision making

Company: Al Horia Stationary

Location: Dubai

Position: Sales & Customer Service

Duration: 3 Years

- ☐ Perform informal and formal needs assessments for each customer to recommend appropriate goods and services.
- ☐ Develop a rapport with customers, demonstrating a friendly and helpful manner to put them at ease.
- ☐ Maintain a neat and clean appearance to represent a positive image of the company and its brand at all times
- ☐ Participate in training and professional development and put new skills to immediate and meaningful use
- ☐ Foster a positive and pleasant working relationship with members of the customer service sales team.

Company: National Institute Delhi

Location: Delhi (India)

Position: Account Assistant

Duration: 1 Years

- ☐ Post and process journal entries to ensure all business transactions are recorded.
- ☐ Preparing statutory accounts.
- ☐ Ensuring payments, amounts and records are correct.
- ☐ Working with spreadsheets, sales and purchase ledgers and journals.
- ☐ Recording and filing cash transactions.
- ☐ Preparing profit and loss accounts sheets.
- ☐ Invoice processing and filing.
- ☐ Updating and maintaining procedural documentation.



SKILLS

- ☐ Ability to work as part of a team and take direction accurately.
- ☐ Analytical thinker and problem solver.
- ☐ Extremely organized in a manner that is easily read by others.
- ☐ Ability to develop myself.
- ☐ Ability to gain new skills.
- ☐ Excellent Communication.
- ☐ Hard working & Trust Worthy.
- ☐ Self- motivated with excellent.
- ☐ Problem solving.
- ☐ Quick Learner.
- ☐ Full adjustment within the team work.
- ☐ Respect for the views of others.
- ☐ Believe in coordination & teamwork.