
Mohammed Rajab A

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Sales and Customer Service Representative

Results-driven and customer-focused Sales and Customer Service Representative with more than six of experience delivering exceptional service, driving sales growth, and building lasting client relationships. Proven ability to identify customer needs, provide tailored solutions, and exceed sales targets. Skilled in communication, problem-solving, and utilizing CRM tools to enhance customer satisfaction and operational efficiency. Adept at multitasking in fast-paced environments while maintaining a positive and professional demeanor. Committed to delivering a seamless customer experience and contributing to organizational success.

WORK EXPERIENCE

Easy Taxi Sports & Recreational Equipment Rental Shop • Dubai • 05/2023 – 02/2025

Sales and Customer Service Executive • Full-time

- Welcome customers in a friendly and professional manner, addressing their inquiries or issues promptly.
- Work towards meeting or exceeding daily, weekly, or monthly sales goals.
- Offer detailed information about products or services, ensuring that customers are well-informed before making purchasing decisions.
- Accurately process customer payments through cash, credit cards, or other payment methods.
- Keep the cash drawer organized and balanced throughout the shift, reporting any discrepancies to management immediately.
- Update and maintain transaction records to ensure all sales are properly documented.
- Inform customers of ongoing promotions or discounts, ensuring they're aware of any savings opportunities.
- Coordinate with team members, including supervisors and managers, to ensure smooth day-to-day operations.

Mahindra and Mahindra Financial Services Limited • 01/2023 – 04/2023

Business Executive

- Approving loan to commercial vehicles for new and existing customers of MMFSL through several procedures from checking CIBIL REPORT to field investigation and will make sure the repayment of the loans by maintaining a good interacting environment with the customer and the company. Will make sure that dealership have all the ideas about the schemes and policies though they can catch easily in the competitive market.

Tile Path Granites & Sanitary Wares • India • 05/2017 – 12/2022

Sales Supervisor

- Assisted the team in meeting and exceeding sales goals through strategic support and guidance.
- Organized and coordinated schedules for sales representatives to ensure maximum productivity.
- Resolved customer queries and complaints, maintaining high levels of satisfaction and retention.
- Maximized profitability by setting and tracking achievable targets for the team.

- Trained in office roles, including billing and purchasing, to ensure operational flexibility.
- Prepared promotional materials and displays to enhance product visibility and customer engagement.
- Conducted market research to identify trends and inform product offerings.
- Played an active role in recruitment, interviewing, and training to build a skilled and motivated sales team.
- Achieved a 10% sales increase by implementing targeted strategies and motivating the team

EDUCATION

Bachelor of Business Administration

University of Kerala • Kerala

OTHER DETAILS

UAE Driving License Manual (2966555)

LANGUAGES KNOWN

English, Hindi, Malayalam

SKILLS

Basic Computer Skills, Call Handling, Cash Handling, Cash Register Operation, Client Relationship Building, Customer Service and Communication, Mathematical Skills, POS Systems Knowledge, Provide Product Information, Record-Keeping and Documentation, Resolve Complaints, Sales Operations Management, Teamwork, Time Management and Prioritization, Trustworthiness and Integrity