



RASHAD RIZWAN

CUSTOMER SERVICE CUM SALES

WORK EXPERIENCE

Customer Relations executive cum Sales

Belhasa Driving Center, Dubai. UAE

2022 AUG - PRESENT

- Providing excellent customer service and information in a polite way.
- Track record of achieving target back to back.
- Handling VIP customers most of the time.
- Initiating customer registration process and RTA file opening.
- Handling queries and complaints in either way over the phone and in person.
- Explaining all existing packages and promotions in a quick time frame.
- Maintain enquiry reports and daily follow up.
- Report to in-charge with sales and follow up reports on daily basis.

Customer Relations executive cum Forex cashier

Al ahalia money exchange bureau, Dubai. UAE

2019 MAY - 2021 MAY

- Handling different currencies in exchanging
- Well trained in AML & KYC
- Good knowledge in Currency buy and sales as per market exchange rates
- Well skilled in rapid data entry (Fast & Accurate typing)
- Building good relationship with customers and communicating in a polite way.
- Serves customer by providing information about product, initiate transactions as per customer needs.
- Ensure content of marketing presentations are suitable for business.
- Listen to customer complaints to recommend solutions useful in resolving service issue.

Customer service cum IT

SAS R capital investment Dubai. UAE

2021 APRIL - PRESENT

- Recommend service modification to management based on statistics and professional opinion.
- Assist customers in choosing as per their requirement.
- Identifying potential new clients and Maintaining existing clients with a view to secure future sales
- Initiating outdoor marketing to promote products and services.
- Maintain a computerized record for future reference.
- Deliver customized, targeted sales strategies
- Search potential leads from business directories, web search or digital resources.

PERSONAL PROFILE

Young individual with hands of experience in Sales and marketing, well skilled in Front line support and Extremely motivated boost up the business, constantly develop my skills and grow professionally.

CONTACT

✉ rashadurf@gmail.com

☎ 971 56 38 72 940

in /in/rashadrizwan

📍 Villa No : 35 st 3c Al mamzar Dubai, UAE

SKILLS

- Meeting sales goals and Self-confidence
- Presentation skills
- Client relationships
- Knowledge Computer Hardware and software troubleshooting.
- Good team player
- Accurate in data entry
- Motivated, well-disciplined
- Time management in Tasks & duty
- Quick learner with any computer software and OS
- Microsoft Office , Adobe Photoshop
- Language proficiency (English , Hindi, Malayalam , Tamil, Sinhalese, Arabic.)
- Detail oriented
- Able to work under pressure
- Customer service
- Leadership skills
- Floor management
- Public speaking
- Fast typing
- Excellent knowledge in problem solving
- Driving (Holding UAE license)

Rashad Rizwan

EDUCATION

BTech Higher national diploma. computing

(Pearson UK certified)

Esoft metro campus, Sri lanka.

- Computer system,
- Network technology,
- E-commerce,
- Network security,
- Information system in organization,
- System Analysis & Design,
- Data analysis & Design,
- Procedural programming,
- Local Area Network,
- Management of project,
- Object oriented programming, Java, .Net & POE

Network Administration

**Turnkey IT training entre,
Srilanka.**

- Networking fundamentals
- Basic Ethernet LAN implementation
- Designing Ethernet LAN's
- Working with CISCO routers
- Understanding IPV4
- IPV4 Designing and Troubleshooting
- IPV4 Services and IPV6 implementing

Diploma in Computer & Business administration

**Institute of business and
technology, Sri lanka**

- Office application
- Organizational administration
- Planning management
- Information system in an organization
- Network administration & Computer hardware

Store salesman

HiTech computers, Abu dhabi. UAE

2014 DEC- 2015 NOV

- serve customers in polite way.
- Provide product feature description to aid customers in making proper choices.
- Conduct product price negotiation as well as set terms of sale and service agreement
- Establish, develop and maintain positive business and customer relationships.
- Always concern about market and new products.
- Stay in contact with new and current clients in order to promote new products as well as establish customer base
- Carry out analysis or volume of product dealers to determine approach for improved sales.

CISCO Associate training (CCNA)

Esoft metro campus, Sri lanka.

- Basic operations of routers in network
- Basic switching concepts and the operations of CISCO switches
- Switching technologies such as VLAN trunking protocol , Rapid
- spinning tree protocol and 802q
- Configuring and troubleshooting Router and Switches
- Operations of DHCP and DNS for IPV4 & IPV6
- Practicals in configuring and implementing small networks

PERSONAL INFORMATION

Name in full : RASHAD MOHAMED MOHAMED RIZWAN

Date of birth : 27 th NOVEMBER 1995

Marital status : Single

Nationality : Sri lankan

Visa status : Employment visa

Passport No : N8961506

UAE driving license : 2485307

REFERENCE UPON REQUEST.

I hereby declare that all the particulars mentioned above are true and correct to best of my knowledge and belief.

Thank you for your time and consideration

Rashad Rizwan