

Irshad Ibrahim CV

Personal profile



Total work experience: 6+

years Email:

irshadmi246@gmail.com

Contact: +971506548689

Personal Data:

Nationality: Indian

Languages Known:

English, Hindi, Malayalam

Skills:

- Customer Relationship Management
- Negotiation and Persuasion
- Financial Analysis Basics
- Problem Solving
- Good communication
- POS and CRM Software Familiarity
- Fast Learning Ability

Education:

Bachelor of Commerce from
St Joseph's first grade
college
Mysore University,
Karnataka, India.

Objective:

To continuously learn and improve myself, both professionally and personally, with organizational goals & interests as primary objectives, and perform in a stimulating and dynamic environment where my skills can be effectively utilized to enhance the growth of organization and myself.

Professional Experience

October 2023 to April 2025, Founder & Owner, High Trends, Kodagu, India

- Established and managed a retail clothing store specializing in men's fashion.
- Oversaw all business operations including inventory management, supplier negotiation, pricing, budgeting and customer service.
- Developed and executed marketing strategies including social media campaigns, seasonal promotions and collaborations.
- Hired, trained and supervised a team of 3 employees.
- Maintained accurate financial records and ensured compliance with tax and regulatory requirements.

July 29, 2022 to September 30, 2023 Customer Support Officer - Mphasis BPO International – Bangalore, India

- Managed a portfolio of delinquent accounts to recover outstanding balances.
- Contacted customers via phone to negotiate payment arrangements.
- Maintained detailed records of customer interactions and payment plans.
- Achieved monthly collection targets consistently and contributed to team goals.
- Provided excellent customer service while handling sensitive financial situations.
- Followed regulatory guidelines and company policies during all collection activities.

March 15, 2019 to June 30, 2022 Senior Cashier -Hotel Empire International – Bangalore, India

- Processed customer payments accurately (cash, card, mobile apps).
- Ensured proper handling of bills, receipts, and change.
- Balanced the cash register at the end of shifts.
- Handled billing inquiries and complaints professionally.
- Ensured a smooth and friendly checkout experience.
- Ensure all transactions are authorized.

Declaration

I hereby declare that the above-mentioned information is correct & true as per my knowledge.

- Irshad Ibrahim

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