





MOHAMMED RIZWAN BANGALATH

Dubai, UAE 

RECEPTIONIST CASHIER CUSTOMER SERVICE EXECUTIVE

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mr.bangalath0001@gmail.com 

Customer-focused and detail-oriented professional with 3 years of experience in front desk operations, cash handling, and client service across hospitality and retail environments. Proven ability to manage high-volume customer interactions, process transactions accurately, and maintain a welcoming reception area. Skilled in explaining service packages, coordinating appointments, and resolving inquiries with efficiency and empathy. Proficient in CRM systems, POS software, and administrative tools, with a strong commitment to delivering seamless customer experiences and supporting daily operational success..

Experience

CUSTOMER SERVICE REPRESENTATIVE

06/2023 – 04/2025

NOKIA CARE CENTER, MALAPPURAM

- ❖ **Respond to customer inquiries** via phone, email, or chat with professionalism and empathy.
- ❖ **Resolve complaints and issues** efficiently while maintaining high customer satisfaction
- ❖ **Provide product or service information**, guiding customers through features, pricing, and usage
- ❖ **Process orders, returns, and payments**, ensuring accuracy and timely follow-up.
- ❖ **Document interactions** in CRM systems to maintain detailed and up-to-date customer records.
- ❖ **To work with all customers in a friendly, professional and helpful manner**
- ❖ **Follow communication scripts** and standard procedures to maintain service consistency.

RECEPTIONIST CUM CASHIER

APPLE FITNESS CENTER, BANGALORE

05/2021 - 05/2023

- ❖ **Front Desk Management:** Greet visitors, manage incoming calls, and maintain a professional reception area.
- ❖ **Cash Handling:** Process payments, issue receipts, and maintain accurate Payment register records (Cash or Online Payments).
- ❖ **Appointment Scheduling:** Book and confirm appointments using scheduling software or manual logs.
- ❖ **Customer Service:** Address client inquiries, resolve minor complaints, and provide information about services.
- ❖ **Record Keeping:** Maintain logs of daily transactions, visitor records, and petty cash reports.
- ❖ **Billing Support:** Generate invoices, verify billing details, and assist with end-of-day reconciliation.
- ❖ **Administrative Tasks:** Handle filing, photocopying, data entry, and email correspondence.

Education

BACHELOR OF BUSINESS ADMINISTRATION (BBA)
BANGLORE UNIVERSITY

2017 - 2022

FOUNDATION IN TRAVEL AND TOURISM WITH AMEDEUS- (IATA)

2019

Areas of Expertise

- ❖ Customer Service & Client Relations
- ❖ Cash Handling & Transaction Management
- ❖ Front Desk & Administrative Operations
- ❖ Package Explanation & Booking Coordination
- ❖ CRM & Office Software Proficiency
- ❖ Multitasking & Problem Resolution
- ❖ Clear And Strong Communication

Technical Skills

- ❖ MS Office(Excel, Word, Power Point)
- ❖ Advanced Excel, Word, PowerPoint

Personal Details

Nationality : Indian
Visa Status : Visit Visa
Passport Number :P0923771
Language : English | Hindi | Malayalam | Tamil