



# MOHAMMAD SHAHNAWAZ

## PROFILE

Highly focused , creative and Sales Representative with an excellent sales and customer satisfaction record. Adept at working simultaneously on multiple accounts with the highest accuracy and professional salesmanship. Able to function well independently or as part of sales.

## WORK EXPERIENCE

### Community Service Officer, Satin Credit Care Network

2017- 2019

#### LTD INDIA

- Develop and implement community service programs that align with the organization's mission and goals.
- Conduct outreach initiatives to engage with community members, gather feedback, and assess community needs.
- Collaborate with local organizations and stakeholders to enhance service delivery and resource sharing.
- Monitor and evaluate community programs, providing reports on outcomes and areas for improvement.
- Facilitate workshops and training sessions to educate community members on available resources and services.
- Act as a liaison between the organization and community members, ensuring effective communication and responsiveness to inquiries.

### Outreach Officer, HDFC BANK LTD INDIA

2019- 2020

- Promoted bank services and products to potential customers through direct outreach efforts.
- Built and maintained strong customer relationships to ensure satisfaction and retention.
- Helped customers with loan forms and other basic banking questions.
- Assisted clients with account openings, loan applications, and resolving basic banking inquiries.

### Sales Attendant, ADNOC Abu-Dhabi, UAE

2024- PRESENT

- Ensure high levels of customer satisfaction through excellent sales service.
- Maintain outstanding store condition and visual merchandising standards.
- Maintain a fully stocked store.
- Ascertain customers' needs and wants.
- Recommend and display items that match customer needs.
- Welcome and greet customers.
- Manage point-of-sale processes.
- Actively involve in the receiving of new shipments.
- Keep up to date with product information.
- Accurately describe product features and benefits.
- Follow all companies policies and procedures.

## CONTACT

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Al Muraaba Al Ain, Abu Dhabi

## EDUCATION

- BACHELOR OF ARTS ROHILKHAND UNIVERSITY, BAREILLY, INDIA
- MASTERS OF ARTS - ROHILKHAND UNIVERSITY, BAREILLY, INDIA
- DIPLOMA IN ACCOUNTING AND SOFT SKILLS
- DIPLOMA IN COURSE ON COMPUTER CONCEPTS.

## SKILLS

- Microsoft Office
- Microsoft Excel
- Online Transactions
- Customer Service
- Sales & Marketing Basics

## LANGUAGES

- English (Intermediate)
- Hindi (Fluent)
- Urdu (Fluent)
- Arabic (Intermediate)

## PASSPORT NUMBER

S-0420413