

CURRICULUM VITAE

Mr Mohd Irshad

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**Passport No.- R0493138 , Issue: Lucknow,
Date of Issue: 26.05.2017, Exp. Date: 25.05.2027**

CAREER OBJECTIVE:

Ambitious to build a career with organization, where team work is required and hard work is appreciated and to be in a position which is best suited to my knowledge and skill.

WORK EXPERIENCE:

1. Samsung India Electronic Pvt Ltd (Retail) -Mumbai (March 2019 – April 2022)

Job Role: Customer Service Specialist at Bandra (Metro Radio & Electronic house)

Job Profile:

- Keeping track of the stock and inventory in the showroom and sending Emails for stocks requirements.
- Making schedule of employee shift.
- Interacting with customers, giving them product presentation and convincing them.
- Maintaining proper display of goods in the showroom and ensuring they complete.
- Execute plans to maximize sales.
- Maintain positive relation and rapport with Customers.
- Keeping oneself updated with all the product knowledge.
- Use technical skill and product knowledge to help the customers buy.
- Handle customer queries effectively

2. Real Estate Property Management (LODHA GROUP-MUMBAI) (March2017 - Feb 2019)

Job Role: Sales Consultants

Job Profile:

- Advertisement Real Estate Property to gain the attention of prospective buyers.
- Schedule property showings.
- Arrange meeting of prospective buyers.
- Interview byers to understand what they are looking for in a new property.
- Update Property Listing.
- Answers Phone calls an Email.
- Negotiate property repair request and offer on behalf of the buyers.

3. BPO- Aegis Ltd. (In millinium Business Park Thane Mumbai) (Feb2015 – Feb2017)

Job Role: Customer Service Associates

Job Profile:

- Inbound & out bound calls timely manners.
- Identify the needs of customers resolve issues, & provide solution.
- Maintain good customers relations.
- Identify any issues that customers might be struggling with.
- Responds to the needs of costumer & provide personalized services.
- Upsell products and services.

4. Teacher in St. Xavier Schools In Sultanpur

(Jan2013 - Jan2015)

Job Role: Hindi and English Subject Teacher

Job Profile:

- Teaching.

PERSONAL INFORMATION:

Date of Birth:	07 th January 1992	Blood Group:	B Positive.
Religion:	Muslim	Gender:	Male.
Language:	Hindi, English, Urdu	Nationality:	Indian.
Marital Status	Unmarried	Place of Birth:	Sultanpur
Address	Add: Majorganj Chowk Thatheri Bazar, Sultanpur- 228001		

ACADEMIC QUALIFICATION:

DEGREE	Institute/University	Division
High School	UP Board, Allahabad	1 st
Intermediate	UP Board, Allahabad	1 st
B.A.	Dr. RMLAU, Faizabad	1 st
M.A.	Dr. RMLAU, Faizabad	1 st

DECLARATION:

I hereby declare that all above information is true to the best of my knowledge and belief.

Place: Sultanpur

MOHD IRSHAD