

## **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:

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

#### ACADEMIC QUALIFICATION:

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

#### DECLARATION:

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

**Place: Sultanpur**

**MOHD IRSHAD**