**Mohammed Shaikh**

Flat no - 202, Krishna Classic co-op, Email: almohd14@gmail.com

Sec - 34B, Plot no - 28, Kharghar

Navi Mumbai Phone: +91- 8369557055

Pin code- 410210.

**OBJECTIVE**

I am seeking a challenging position in a pleasant working environment, which will permit me to continue practicing and expanding my skill set and knowledge base. Looking for a career position where professional experience and expertise will be regarded as a wealth of an organization.

**ORGANISATIONAL EXPERIENCE**

**Qatar Airways. (April 2019– September 2021)**

**Designation: Customer Service Agent.**

* To ensure safety of passengers with reduced mobility,VVIP passengers and unaccompanied minors within the airport terminal complex.
* Ensuring timely departure of flight within the time frame allocated as per IATA regulation.
* Awarded as best **Customer** **Service Agent**-2020 for excellent service and efficiently handling customer complaints.
* Giving timely advice to line managers for new ideas resulted in cost saving to the company in turn resulting in effective utilization of human resources.

**Dubai Port WORLD (Jan 2015 till July 2017)**

**Designation: Customer Service Executive**

* Managing Top management report for daily analysis of vessels activity and profitability.
* Maintain excellent relationships with all clients and agencies, Tracking competitor activities and providing valuable inputs for fine tuning the selling and marketing strategies.
* Managed to get new clients and maintain old client business by ensuring timely reporting and assistance to Maersk line(APP MOLLER), CMA CGM.
* Have received appreciation for improving productivity in terms of early departure of vessels especially Maersk line.

**HDFC STANDARD LIFE INSURANCE CO LTD (Nov-2011 to Oct -2013)**

**Designation: Manager HR AND ACCOUNTS.**

* team within two months for bancassurance channel like HDFC BANK and other agencies like Muthoot group resulted in 100% achievement of business target in 2012.
* Participated with agency channels for better accountability of expenses and promoting rewards and recognition programs like issuing Gold vouchers and organising entertainment events to achieve sales targets.
* Managed to successfully run sales monthly contests for internal employees and timely disbursement of gift vouchers to sales staff.
* Preparing monthly and yearly accounting reports for auditing and management analysis.
* Ensure that payroll and reimbursement accounting are appropriately generated.
* Contribute to sales strategy and generate ideas for revenue maximization.
* Maintain strong relationships with clients and agencies.

**ICICI Prudential Life Insurance Co Ltd (Aug-2007 to Nov-2011)**

**Designation: Project Administrator**

* Ensuring timely onboarding of sales staff through various recruitment channels like naukri gulf.
* Revenue generation through tie up with sales channels like Sumansa events to pitch life insurance policy for Indians working in Dubai.
* Identifying prospect clients through all media around and approach them for selling ICICI prudential life insurance products.
* Meeting corporate team ICICI BANK and other agencies to ensure business generation.
* Introduce ideas for cost saving upto 30% in monthly branch expenses like staff medical insurance premium,postal/courier charges, branch rental etc.
* Maintaining accounts and salary disbursement sheets and preparing monthly and yearly management report's for timely analysis and budgeting.
* Resolving customer queries of diverse nature through personal interactions, calls and emails.
* Coordinate with representatives with respect to monthly status on their Advertisement, Materials, Payments etc.
* Pulling out data and creating reports to analyze the performance of agents.
* Managing the staffing so that day to day work is not hampered.

**EDUCATIONAL QUALIFICATION**

**June 2002 to April 2005 - B.Com in Accounting from *Mumbai University.***

***June 2005 to April 2007 - M. Com in Accounting and auditing from Mumbai University.***

**SKILL SUMMARY**

* **Operating System** : Windows (98, XP, 2000, Server 2003, 7)
* **Office Suite** : Microsoft Office (Word/Excel/PowerPoint)
* **Accounting software** -Tally 7.2
* **Port management system-** Sparcs.

**COURSES DONE**

* Customer Service Agent - Qatar Airways.
* Handling Customer complaints and resolutions.
* Airline Safety management courses.

**PERSONAL DETAILS**

Father's Name : Fazalu Shaikh

Date of Birth : 04 December, 1984

Sex : Male

Nationality : Indian

Languages Known. : Hindi,Tamil,Marathi and English

Address : Flat no -202,Krishna Classic, Sec - 34B, Plot no - 28, Kharghar, Mumbai - 410 210

Email : almohd14@gmail.com References : If demanded