



FARAH MOHAMMED ZAINAL

BUSINESS ADMINISTRATION/CLIENT RELATION/SALES

OBJECTIVE

Business Management graduate with 5+ years of experience as sales and customer service. Experienced in working in fast paced and demanding environment with ability to multi task effectively. Confident and poised in interaction with individual at all levels. Resourceful in addressing client needs while maintaining the integrity and goals of the company. Strong problem solving and communication skills. Detail oriented. Motivated leader with strong organized and prioritization abilities.

SKILLS

- Team work
- Problem solving
- Writing
- Presentation
- Sales
- Leadership
- Microsoft office (word, excel, power point)

EXPERIENCE

VIP SUPPORT • STC/VIVA BAHRAIN • NOV 2020 – DEC 2020

iPhone 12 launch project for 1 month

- Quick and careful in converting VIP sales to system order with no errors.
- Help my colleague to complete team leader's tasks while she's on leave.

RETAIL ADVISOR • JUNE 2015 – OCT 2020

Excellence customer service with zero complaints and low errors

- Good reputation between all managers.
- Create strong customer relation by giving correct details.
- Being shift in charge to assist others in handling complaints.
- Patient in helping new agent system steps.
- Handle opening and end of day shop closing finance.
- Adopt new responsibilities as whatsapp agent and become top agent.

EDUCATION

B.SC OF BUSINESS MANAGEMENT | FEB 2015 | BAHRAIN POLYTECHNIC

- GPA 3.04/4
- "Business expanding plan/Star Global Investments"

SECONDARY SCHOOL CERTIFICATE | JUNE 2009 | ISA TOWN COMMERCIAL SECONDARY SCHOOL

- GPA 88.5%

VOLUNTEER EXPERIENCE OR LEADERSHIP

- ORGANIZER AT NAKHOOL TENT (BAHRAIN SUMMER 2019) * JUNE-JULY 2019
- EXECUTIVE MEMBER AT BAHRAIN POLYTECHNIC ALUMNI CLUB * FEB 2017-2019



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[FARAH ZAINAL](#)