



Mustafa Ishaq

TeleSales and Customer care

ADDRESS

FLAT 35, BLDG 1909, ROAD 639,
BLOCK 306
Manama
Bahrain

PHONE

+973 36519854

DATE / PLACE OF
BIRTH

02/08/1997 / Bahrain

EMAIL

Mustafa.ishaq96@gmail.com

NATIONALITY

Indian

01 PROFILE

Dynamic and results-driven Sales Associate with experience in sales, customer service, and team leadership. Skilled in customer service, communication, and effective time management. Proven ability to work under pressure and adapt quickly to new environments. Ready to join as soon as necessary. Please give me a chance to learn and gain experience

02 EMPLOYMENT HISTORY

May 2022 — Sep 2022

Seef

TeleSales and Customer care at Batelco

- ▣ Receiving out-bound calls Promoting & Selling Mobile Data packages for Batelco
- ▣ Greeted customers in a friendly and professional manner
- ▣ Handled customer complaints calmly and professionally, resolving customer issues in a timely manner
- ▣ Maintaining daily call targets
- ▣ Documenting all customer related queries and complaints

May 2021 — Dec 2021

Seef

TeleSales and Customer care at Zain

- ▣ Receiving out-bound calls and promoting & selling Zain Mobile Data Plans
- ▣ Greeted customers in a friendly and professional manner
- ▣ Handling, resolving, and documenting all customer related queries and complaints in a timely manner
- ▣ Maintaining daily call targets
- ▣ Have cool disposition to handle customers and resolve conflict

Jun 2020 — Mar 2021

Sitra

Sales Associate, Supervisor at Moiz Trading

- ▣ Typing and Printing Local Purchase order
- ▣ Organizing Delivery with the fleet
- ▣ Supervising and Overseeing of product delivery
- ▣ Kept Inventory of products
- ▣ Answering all customers queries and helping them select products based on their needs
- ▣ Performed routine housekeeping tasks that maintain and enhances the cleanliness of products and the retail sales area.
- ▣ Delivering payable invoice to clients
- ▣ Handling customer returns after thorough checks and issuing refunds
- ▣ Supervising on offloading shipping containers of hardware products
- ▣ Fulfilling back orders to customers

03 EDUCATION

Feb 2012 — Jul 2013

Umm Al Hassam

Global Institue

O-levels

Mar 2008

Maqsha

Ibn Al-Hytham Islamic School

Feb 2014 — Sep 2014

Salihya

British Council

04 SKILLS

Microsoft Office

Ability to Work in a Team

Ability to Multitask

Computer Skills

Customer Service

Sales Strategy

Communication Skills

Time Management

Sales Process Improvement

05 LANGUAGES

English

Hindi

06 HOBBIES

Reading, Surfing the net, Learning about Tech, Sports, E-sports, Gaming and Researching