

Curriculum Vitae

Adil Mahmood

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OBJECTIVE

To obtain a management position, in which I will be given the opportunity to play a direct role in the unlimited growth and success of organization. My goal is to become associated with a company where I can utilize my skills and gain further experience while enhancing the company's productivity and reputation.

PROFESSIONAL EXPERIENCE

❖ **VIVA TELECOMMUNICATION, Manama – Bahrain.**

Customer service agent (Promoter, Sales)

December 2013 – January 2015

- Communication - Deals with internal and external customers at all levels.
- Problem solving - Resolves in-depth queries in a methodical manner independently.
- Team Player - Enjoys sharing knowledge and encouraging development of others.
- Planning and organizing - Refined planning and organizational skills.
- Systems knowledge - Experience in preparing and analyzing reporting data for management accurately and to timescales.

VIVA TELECOMMUNICATION, Manama – Bahrain.

Customer service supervisor

January 2015 – November 2018

- Handling the retail shop and dealing with customer related issues and resolving.
- Closing & opening of the store. Dealing with total sales & handing over to secure.
- Making the schedule for the month & handling other staff related issues.
- Reaching the given targets and giving pre-shift briefing to staffs.
- Communication - Deals with internal and external customers at all levels.
- Problem solving - Resolves in-depth queries in a methodical manner independently.
- Team Player - Enjoys sharing knowledge and encouraging development of others.
- Planning and organizing - Refined planning and organizational skills.
- Systems knowledge - Experience in preparing and analyzing reporting data for management accurately and to timescales.

❖ **The Beard Club Bahrain**

Managing Director

November 2018 – February 2020

- Planning and organizing – all branches & equipment's.
- Handling all branches to ensure the staffs working hours, cleanliness, availability of stock.
- Contacting customers for our service feedback.
- Handling social media marketing.

❖ **The Red Lounge Bahrain**

Managing Director

March 2020 – April 2021

- Maintaining and developing relationships with existing customers via meetings, telephone calls and emails.
- Handling customers to ensure their satisfaction.
- Dealing with cash, Debit through POS.
- Encouraging staffs for upsell & cross sell.
- Visiting potential customers for new business.
- Making accurate, rapid cost calculations for business operations.
- Representing organization at kiosk and different promotions.

E D U C A T I O N

- **Bachelors of Science in International Studies (BSIS),**
AMA University BH (2019- till date) – Bahrain
- **Pakistan Urdu School**
Higher & secondary education

Certification

- CompTIA A+ Course (60hrs) at Bahrain Training Plus Institute
- CompTIA Network+ Course (40hrs) at Bahrain Training plus Institute
- Cisco® Certified Network Associate
- Graphics Designing Course

SKILLS

- Always rated as a First-class presenter.
- Participated in debates and speeches at school or college.
- Leadership Skills.
- Excellent Communication Skills.
- Excellent Team Player.

TECHNOLOGY SUMMARY

❖ SOFTWARE USED

- ORACLE
- Sieble communication
- CRM
- ONLINE PROTAL
- POS MACHINE

PERSONAL DETAILS

- Date of Birth: March 7 1996
- Nationality: Bahraini
- Marital Status: Married
- Religion: Islam
- Languages: Arabic, English, Urdu and Hindi. (fluent)

INTERESTS

- Travelling.
- Tourism.
- TV & Music.
- Gym.

