

Mohammed Adam

I have a great passion to providing excellent care and pride myself in providing customers with memorable experiences.

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Languages

Hindi

Urdu

English

Arabic

About

With experience at Paperchase and Sitel, I excel in enhancing customer experiences and sales across high-street to luxury retail. Fluent in English with basic Hindi, Urdu, and Arabic, skilled in maintaining store standards and managing interactions professionally.

BRANDS WORKED WITH

Barkingside Dental Care

Paperchase, Flagship Store

Sitel

Experience

● Customer Service Specialist

Sitel | Oct 2022 - Jan 2023

- Responsible for taking incoming calls from customers, troubleshooting electrical appliances and generating a call resolution.
- Accumulated a call resolution rate of 95 percent which is still the highest in company history.
- Assisted in developing call centre support protocol policies for all support technicians
- Managed high call volume with tact and professionalism during busy seasons.

● Customer Service Sales Representative

Paperchase, Flagship Store | Feb 2018 - Jan 2020

- Ensured that the visual standards of the store met the company's guidelines and maintained the highest standards of compliance
- Processed transactions and advised customers on the most suitable forms of products
- Achieved 100% personal sales targets in line with KPI objectives: signed up 1 in 3 customers for loyalty card engagement
- Gained valuable experience in using effective sales techniques and systems (point of sales, stock checking etc.)
- Handled customer queries face-to-face and on the phone, remaining professional at all

● Dental Assistant

Barkingside Dental Care | Feb 2017 - Feb 2017

- Carried out work experience for 2 weeks overseeing dental practices and interacting with patients.
- Monitored health care form process to ensure compliance with relevant regulations and dental policies.
- Shadowed dentist practitioner while they interact and carry out procedures with patients.
- Maintained and logged patients' medical history between their past and most recent appointments.

Education & Training

2017 - 2019

● Darul Uloom College

A-levels, Maths, Chemistry

2015 - 2017

● Seven Kings High School, G.C.S.E.

GCSE, Maths, English, Science