



# Mohammed Shoab

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**Home:** 74, Seef Residency, Phase 2, JP Nagar 8th Phase, 560076 Bangalore (India)

## WORK EXPERIENCE

### Sales Development Executive

**Epitome Builders Pvt Ltd.** [ 24/03/2021 – Current ]

City: Bangalore

Country: India

- Meeting with prospects and clients interested in properties to offer them property deals.
- Communicate with clients to identify their requirements and choice of property.
- Coordinating the closing of property deals to ensure vital documents are signed and payments received.

### Account Coordinator

**Deluxe Entertainment Distribution India Pvt Ltd.** [ 24/06/2019 – 19/02/2021 ]

City: Bangalore

Country: India

- Customer Engagement - Being the primary point of contact and build long-term relationships with customers, both externally and internally.
- Connecting with clients and drive regular status calls, executive summaries and strategy meetings for high profile projects.
- Manage client change orders by negotiating deliverable due dates between clients and internal departments, balancing internal capacity with external demands and expectations.
- Clearly communicate expected delivery dates for titles/assets, via entry of ordered titles into internal systems and Email/verbal communication for special cases and exceptions.

### Associate

**WNS Global Services** [ 20/07/2017 – 03/06/2019 ]

City: Bangalore

Country: India

- Worked for Aviva UK based insurance company.
- Responding to complex internal and external inquiries related to the process within the given time frame and manage escalations.
- Handle customer complaints and problems, in a courteous manner to maintain customer satisfaction.
- Respond quickly to new instructions, situations, method and procedure.
- Trained new handlers during transition period in regards to the process.

## **Executive**

**[24]7 Customer Pvt Ltd.** [ 22/02/2016 – 30/11/2016 ]

City: Bangalore

Country: India

- Receive and promptly respond to customer queries through chat and email.
- Clear and concise Chat and Email communication skills appropriate to the UK prospects.
- Taking calls from Global clients and initiate the right response to them, positively and professionally.

## **EDUCATION AND TRAINING**

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### **Bachelor of Arts**

**Dr. CV Raman University** [ 01/07/2013 – 01/06/2016 ]

City: Bilaspur

Country: India

Website: [www.cvrug.ac.in](http://www.cvrug.ac.in)

## **LANGUAGE SKILLS**

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Mother tongue(s): **Hindi** | **Urdu**

**Other language(s):**

**English**

**LISTENING C1 READING C1 WRITING B2**

**SPOKEN PRODUCTION B2**

**SPOKEN INTERACTION B2**

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

## **DIGITAL SKILLS**

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Website content and management (WordPress and Joomla) / Web Designing & Web Development / Adobe Photoshop (basic elements) / Logo Designing / Content creation: Independent user / Elementor web designing / Elementor PRO / WordPress (Divi Them Builder)