

MOHAMMAD ALFAZ RAEES

Representative

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📍 Karnataka,India/ Dubai, UAE

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📞 T1406408



Profile

Dedicated and results-driven professional with expertise in sales, client engagement, and customer service. Adept at building strong client relationships, identifying opportunities, and delivering tailored solutions to meet customer needs. Proficient in using CRM software, Microsoft Excel, and market research tools to drive efficiency and results. A quick learner with excellent communication and problem-solving skills, committed to achieving excellence in every task.

Professional Experience

04/2024 – 08/2024
Dubai, UAE

Host, Representative

JW Marriott Marquis Hotel

- Promoted dining packages and upsold premium services to increase revenue.
- Identified customer preferences and leveraged insights to provide personalized recommendations.
- Collaborated with the marketing team to execute promotional campaigns and events.
- Collected and analyzed guest feedback to optimize sales strategies and service quality.
- Assisted guests with reservations and queries, ensuring seamless customer interactions.

05/2022 – 12/2023
Jubail, Saudi Arabia

Admin & Customer Support

DMC GEN, CONTR, EST. CO

- Handled customer inquiries about billing, account access, and service-related issues while keeping customer information safe.
- Worked with other support teams to provide consistent and high-quality service to customers.
- Identified the main reasons behind customer problems and shared feedback with the team to improve services and processes.
- Assisted in communicating with customers during important events and project launches to ensure smooth coordination.
- Supported administrative tasks including preparing reports, managing schedules, and organizing meetings for the team.

11/2021 – 04/2022
Mangalore, India

Customer Representative/Accounting Assistant

Fabulous Food works

- Worked directly with customers to understand their catering needs and provided personalized solutions.
- Handled customer inquiries and resolved any issues to ensure a smooth and satisfying experience.
- Suggested additional products and services, increasing sales by 15% through effective recommendations.
- Gathered customer feedback to improve catering services and ensure high satisfaction.
- Prepared sales reports and managed financial records to support accounting tasks.
- Assisted in closing deals with customers, ensuring all their requirements were met.

Education

11/2021

Manipal, India

BBA (Bachelors in Business Administration)

Mangalore University – Udupi Institute of Hotel and Tourism Science

Advanced Diploma in Aviation & Hospitality Management

Mangalore University-Udupi Institute of Hotel and Tourism

- Learned how to provide excellent customer service and build good relationships with clients.
- Trained to handle customer questions, solve problems, and meet their needs effectively.
- Gained skills in communication, teamwork, and working calmly in busy situations.
- Focused on making customers feel valued and delivering a positive experience.
- Learned to follow hospitality and service standards while paying attention to details.

Skills

Customer Service Skills

- Customer relationship management
- Handling inquiries and complaints
- Problem-solving and issue resolution
- Client satisfaction and feedback management

Technical Skills

- Proficient in Microsoft Office (Excel, Word, PowerPoint)
- CRM tools
- Google Sheets and Tally ERP

Sales and Support Skills

- Lead generation and follow-ups
- Preparing quotes and proposals
- Upselling and cross-selling

Soft Skills

- Team collaboration and coordination
- Strong work ethic and adaptability
- Excellent verbal and written communication
- Problem-solving mindset

Languages

- English, Kannada, Hindi, Malayalam, Tamil

Interests

- Playing Football and Cricket

Driving Licence

- India & Saudi Arabia

References

Shaikh Shahan, *HR Coordinator*, JW Marriot Marquis, Dubai
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