

# MOHAMMED ISMAIL ZAINUL ABID

CUSTOMER CARE REPRESENTATIVE | REMITTANCE CLERK

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aabyzyn222@gmai.com

Qatar

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## SUMMARY

Customer service professional with a strong commitment to delivering positive and efficient customer experiences. Holds a Bachelor of Computer Applications (BCA) with hands-on experience in Information Technology and Sales, supporting effective system usage, communication, and customer engagement. Known for a positive attitude, active listening, and the ability to resolve customer inquiries promptly. Fluent in English, Malayalam, and Hindi, with basic proficiency in Arabic, and experienced in building rapport with diverse customers in fast-paced, customer-focused environments.

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## EDUCATION

**SRINIVAS UNIVERSITY | 2022-2025**

**BACHELOR OF COMPUTER APPLICATIONS**

MANGALORE, KARNATAKA

**GMVHSS | 2020-2022**

**COMMERCE**

KASARAGOD, KERALA

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## WORK EXPERIENCE

**Cognitive Solutions | 2025**

**Web Development**

- Developed and maintained dynamic websites and web applications using PHP, MySQL, HTML, CSS, and JavaScript.
- Managed MySQL databases, wrote complex queries, and ensured data integrity.
- Resolved critical backend issues, reducing user errors by 40%.

**Lucky Supermarket | 2020 - 2022**

**Customer Care Representative & Cashier**

- Provided excellent customer support, resolving inquiries and complaints efficiently.
  - Assisted customers in selecting products and services to meet their needs.
  - Maintained professional and friendly interactions, ensuring high satisfaction.
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## SKILLS

- Strong customer service and communication skills with cash handling experience.
  - Knowledge of AML compliance, documentation, and transaction procedures.
  - Ability to resolve customer issues, multitask, and work under pressure, Proficient in Microsoft Office; adaptable team player with flexible availability.
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## LANGUAGES

- English, Hindi, Malayalam, Arabic(Basic)
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## PERSONAL INFO

- PASSPORT NO : X3179033 DOB : 16/11/2003 GENDER : MALE VISA STATUS : TOURIST VISA