



## MOHAMMED YASEEN

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Hyderabad, Telangana-500053

## CONTACT

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## ABOUT ME

Motivated, Creative, Result Oriented, Dynamic Digital Marketing Executive & Performance-driven Customer Care Representative with more than 6 years experience in Front Office, Digital Media, Customer Service and Travel Retail.

## SKILLS & PROFICIENCIES

- Good communications skills.
- Travel Coordinator and Reservation.
- Customer service
- Digital Marketing.
- Microsoft Suite(word, Excel, PowerPoint, outlook).
- Proficient in using CRM software.
- Top Dog TD-i Software(GDS/OTA Integration).

## EDUCATIONAL BACKGROUND

**Jawaharlal Nehru Technological University**  
**Hyderabad**  
Bachelor's Degree in Technology,  
Major in Electronics & Communication Engineering  
2014  
Graduated with Distinction

**MS Junior College**  
**Intermediate**  
2008 – 2010

**Reliance Grammar High School**  
**High School**  
1996 – 2008

## WORK HISTORY

**Lemoniods Pvt Ltd.**  
**Digital marketing Intern**  
January 2021 to June 2021

- Develop and implement SEO (ON Page and OFF page) Optimization.
- Design and maintain Social media presence by monthly content marketing strategy for Facebook, Instagram, LinkedIn, Twitter.
- Build Qusing wordpress.
- Create and manage link Building strategies to improve SEO ranking.

**Customer Care Representative**  
**Adroit Neo Tech Solutions**  
November 2014 to December 2020  
Duration-6 years

- Day to day work at Adroit Neo Tech solutions for making Reservation and Ticketing.
- Handling calls and emails of existing/prospective customers and responding accordingly.
- Handling Customer Queries and Resolving Complaint.
- Tele-Reservations.
- Maintain a good relation with suppliers and clients in order to get prices promptly from local and international market.
- Research emerging markets and identify high-potential prospects for sales.
- Proficient with Top Dog TD-i Software(GDS/OTA Integration).
- Update CRM system with all customer communications

## PERSONAL INFORMATION

Date of Birth : 09-05-1993  
Marital Status : Unmarried  
Nationality : Indian  
Religion : Islam.  
Languages : English, Urdu, Hindi & Read Arabic  
Passport No. : M0774540  
Issue Date : 05/08/2014  
Expiry Date : 04/08/2024