



MOHSIN ANSARI

ADMIN

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PROFILE SUMMARY

As a seasoned executive, i bring a decade of experience specializing in Real estate, Admin, Collections, Customer Service & Sales. My professional journey has been geographically diverse, with significant roles both in India & UAE and a broad exposure to international markets including USA, UK, Australia & Canada. My skill set is tailored to meet the dynamic needs of global clientele, ensuring excellence in every facet of customer engagement and operational leadership

EDUCATION

H.S.C IN COMMERCE FROM
MUMBAI UNIVERSITY, MUMBAI
(2006-2007)

WORK EXPERIENCE

SKILLS

- Written and verbal communication
- Attention to Detail
- Highly organised
- Reporting and documentation
- Record-keeping
- Leadership skills
- Customer relationship building
- Outstanding customer service
- Organisation and prioritisation
- Results-driven
- Basic accounting
- Strategic planning
- Organisational change

Golden Crow Information & Technologies LLC - Dubai, UAE Admin

SEPTEMBER 2023 - CURRENT

Expertly managed client communications, including calls and visitations.

- * Coordinated high-priority meetings with precision.
- * Maintained meticulous oversight of office inventory levels.
- * Streamlined report generation and client visit tracking using advanced spreadsheet management.
- * Supervised team members, effectively delegating tasks and responsibilities.

REAL ESTATE AGENT | JEWELS HOMES, Dubai, UAE (Freelancer)

- Leveraged proprietary data to proactively source and engage potential buyers for off-plan and move-in-ready properties.
- Successfully expanded inventory by identifying and securing listings from sellers for inclusion on our premier real estate portal.
- Coordinated and conducted property viewings, ensuring a seamless experience for both buyers and sellers.
- Diligently followed up with prospective buyers to match them with properties that align with their specific needs and preferences.
- Sourced leads from owner data
- Matched buyers with ideal units
- Listed properties on portal

LANGUAGES

- ENGLISH
- HINDI
- URDU

Driving License - Road Test Pending

STANQUAD - Dubai, UAE
Assistant Team Leader

1ST AUG2018-AUG 2023

- Working on accounts allocated from Bank
- Chasing debtors and late payments
- Reaching out to customers to collect payment for overdue bills
- Tracing non contactable clients on social media and Job Websites
- Educating clients about Legal procedures in case of Non-Payments
- Negotiating and ensuring all accounts are thoroughly handled well
- Handling escalation calls and providing resolutions
- Achieving monthly bank targets by recovering debts from contactable clients
- Helping clients to clear liability by providing settlement through bank

MGB PVT LTD - Mumbai, India

January 2016 - December 2018

Team Leader

- Training new hired batches
- Delivery of team sales, quality and productivity targets & indicators
- Call monitoring, coaching and feedback, responsibility for delivery of the defined customer experience in every call
- Sells additional products by recognising opportunities to up-sell accounts explaining new features

RSA Outsourcing Centre | Team Leader |

Mumbai – 2014 to 2016.

- Training new hired batches
- Handling Supervisor calls and upselling more products
- Maintaining daily and monthly sales report
- Delivery of team sales, quality and productivity targets & indicators

Intelenet Global Service | Credit Management |

Mumbai - 2012 to 2014

- Informing customer about their overdue bills for Gas and Electricity
- Helping customers to understand their bills
- Providing payment plan to customers facing hardship
- Resolving issue of customers having problems in their bills

Infogence Pvt. Ltd | Sales Executive |

Mumbai – 2008 to 2012.

- Calling US and Canadian business owners and convincing them to apply for working capital for their business
- Book an appointment with funding specialist if business owner is qualified for working capital
- Achieving monthly target and helping colleagues on their targets