



Mohamed Usman

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**Qatar / Sri Lanka Driving License | ,**

Languages Known –English, Hindi, Malayalam, Tamil & Sinhala

### **Career Objective**

*"My objective is to obtain a position that would best fit my qualifications and develop further my talents and skills for continuous career development whilst give my best to the organization in striving to achieve its goals and objectives"*

### **Professional Work Experience**

#### **Administrative Clerk cum Receptionist (Customer service)**

MANNAI TRADING CO. W. L. L - DOHA, QATAR

March2015 – August2017

- ✓ Opening job cards for all vehicles and equipment.
- ✓ Preparing parts requisitions.
- ✓ Placing special orders.
- ✓ Preparing gate pass.
- ✓ Preparing quotation requests for parts.
- ✓ Preparing local purchase requisitions.
- ✓ Following up with customers regarding quotation approvals & LPOs.
- ✓ Maintaining up-to-date WIP report.
- ✓ Updating Employee daily attendance.
- ✓ Answering or referring inquiries.
- ✓ Update appointment calendars and schedule meetings/ appointments.
- ✓ Direct visitors by maintaining employee and department directories.
- ✓ Maintain telecommunication system.
- ✓ Maintain safe and clean reception area by complying with procedures, rules, and regulations.
- ✓ Maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.

#### **Sales Associate**

ADIDAS LAGOONA MALL STORE AND DFC MALL – DOHA, QATAR

November 2018 – December 2019

- ✓ Welcome customers as they enter the store and engage them in conversation to determine their buying needs.
- ✓ Provide customers with information on available styles, sizes and colors.
- ✓ Walk customers through the display shelves and answer their questions regarding prices and availability.
- ✓ Look for sizes, styles & colors in storage areas as per customer requirement.
- ✓ Provide customers with information on discount or other promotional offers.
- ✓ Make-certain that the product display area is kept clean and organized at all times.
- ✓ Order out of stock goods from the warehouse before the retail stock runs out.
- ✓ Maintain knowledge of new trends in the fashion making industry.
- ✓ Encourage customers to buy accessories such as socks, insoles and shoe polishes.
- ✓ Run customers through the payment procedure by processing credit card and cash transactions.
- ✓ Provide customers with information on return and exchange policies.

### **Sales and Customer Service**

WHEELSLANKA TRADING (PVT) LTD – COLOMBO, SRI LANKA

October 2017 – June 2018

- ✓ Take incoming calls from customers who are placing orders, inquiring about our products, returning product, etc.
- ✓ Enter and process orders/returns.
- ✓ Answer questions/educate customers, providing purchasing suggestions when necessary.
- ✓ Make outbound calls to existing customers for account maintenance purposes as needed.
- ✓ Notify Customer Service Supervisors of trends or problems as they occur.
- ✓ Perform tasks as assigned by supervisor/managers.

### **Professional Qualification**

**Successfully completed the O/L examination** at Ajmeer Central College. Ukuwela, Matale.

### **Access Programming**

British College of Applied Studies  
Kandy, Sri Lanka

### **Diploma in Graphic Designing**

British College of Applied Studies  
Kandy, Sri Lanka

### **Diploma in English**

British College of Applied Studies  
Kandy, Sri Lanka

### **Key Competency**

- ✓ Strong interpersonal and communication skills.
- ✓ Can-do attitude and ability to think outside the box
- ✓ High attention to detail.
- ✓ Able to stand for extended periods of time.
- ✓ Avid understanding of front desk operations.
- ✓ Good time management skills.
- ✓ Excellent telephone etiquette.
- ✓ In depth knowledge of administrative and clerical protocols.

#### **Computer Proficiency**

- ✓ Adobe Photoshop
- ✓ Adobe Illustrator
- ✓ CorelDraw
- ✓ Microsoft Office Package
- ✓ Internet & Email

#### **Personal Information**

- ✓ **Date of Birth** - 29 March 1995
- ✓ **Gender** - Male
- ✓ **Civil Status** - Married

I do hereby declare that the above particulars furnished by me are true & accurate to the best of my knowledge.

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**Mohamed Usman**