



MAHUBOOBDEEN

Street 30 building 71 zone 57 Doha,

SRI LANKA

P : 97430397725

E : mahboob.zakkariya@gmail.com

DOB : 1976 07 23

OBJECTIVE

I am currently looking for a full time position in an environment that offers a greater challenge, increased benefits for my family, and the opportunity to help the company advance efficiently and productively.

EDUCATION

HIGH SCHOOL

1996

Predegree

Grades - **GCE Advance Level**

SKILLS

Computer knowledge
,Language
spoken Arabic medium
English
Spoken and Written fluent
Hindi - Medium level soken
Tamil - Native Language
Sinhala-second Language fluent

EXPERIENCE

ALSADHAN MALL TRADING COM SAUDI ARABIA

2000 - 2001

Warehouse labor

Worked as a warehouse labor by arranging product on warehouse self
Making inventory and posting on computer

AL SADHAN TRAINING

2002 - 2003

Salesman nuts section

Ordering nuts products, displaying, selling to customers
Making inventory
Maintaining products expiry

AL SADHAN TRADING

2004 - 2005

Shelf stoker

- **Restocking Shelves:** Ensuring that shelves are properly stocked with merchandise according to inventory levels and planograms.
- **Unloading Deliveries:** Receiving deliveries of new merchandise, unpacking boxes, and sorting items for placement on shelves.
- **Checking Inventory:** Monitoring inventory levels to determine which products need to be restocked and communicating any discrepancies to management.
- **Arranging Products:** Organizing products on shelves according to store layout and planograms, ensuring that they are neatly displayed and easily accessible to customers.
- **Rotating Stock:** Rotating products to ensure that older items are brought to the front of shelves and newer items are placed behind them, reducing the risk of spoilage or expiration.
- **Maintaining Cleanliness:** Keeping shelves clean and orderly, removing any damaged or expired products, and tidying up the aisles to create a pleasant shopping environment.
- **Assisting Customers:** Providing assistance to customers by answering questions, locating products, and offering recommendations when needed.
- **Following Safety Protocols:** Adhering to safety guidelines and procedures to prevent accidents and injuries, such as using proper lifting techniques and handling hazardous materials with care.
- **Reporting Issues:** Reporting any maintenance issues or safety hazards to management, such as broken shelving, spills, or equipment malfunctions.
- **Collaborating with Team:**
 - Working collaboratively with other store staff, including managers, sales associates, and cashiers, to ensure smooth operations and excellent customer service.

AL SADHAN TRADING

2006 - 2008

Customer service employee

- **Assisting Customers:** Providing friendly and helpful assistance to customers throughout the store, including answering questions, locating products, and offering recommendations.

- **Processing Transactions:** Operating cash registers or self-checkout machines to ring up purchases, handling payments, and providing accurate change or receipts.
- **Handling Inquiries:** Responding to customer inquiries in person, over the phone, or via email regarding product availability, pricing, store hours, and other related information.
- **Bagging Groceries:** Bagging customers' groceries and assisting with loading items into their carts or vehicles to ensure a smooth and efficient checkout experience.
- **Managing Returns:** Processing returns or exchanges of products according to store policies, inspecting items for damage or expiration, and issuing refunds or store credits as needed.
- **Resolving Issues:** Addressing customer complaints or concerns promptly and professionally, escalating complex issues to a supervisor or manager if necessary, and finding satisfactory resolutions.
- **Providing Product Information:** Having knowledge of the store's product offerings, including ingredients, nutritional information, and special promotions, to assist customers with their purchasing decisions.
- **Maintaining Cleanliness:** Keeping checkout areas clean and organized, including wiping down counters, cleaning conveyor belts, and disposing of trash or debris to ensure a sanitary and pleasant environment for customers.
- **Assisting with Stocking:** Helping to restock shelves or replenish inventory as needed during slower periods, ensuring that products are readily available for customers to purchase.
- **Promoting Customer Loyalty:** Building positive relationships with customers by providing excellent service, addressing their needs and preferences, and promoting loyalty programs or special offers to encourage repeat business.

AL SADHAN TRADING

2009 - 2010

Store supervisor

- Managing staff: Supervising and scheduling employees, providing training and guidance, and addressing any performance issues. Ensuring customer satisfaction
- Monitoring customer service levels, addressing customer complaints, and ensuring a positive shopping experience
- Overseeing inventory and stocking: Monitoring inventory levels, ordering products as needed, and organizing stock shelves. Implementing safety protocols
- Enforcing safety regulations, ensuring proper food handling procedures, and maintaining a clean and hazard-free environment. Maintaining cleanliness
- Supervising cleaning routines, ensuring sanitation standards are met, and organizing store layout for optimal cleanliness
- Managing finances: Budgeting for expenses, monitoring sales and expenses, and handling cash transactions securely
- Handling customer inquiries and complaints: Providing assistance to customers, resolving issues promptly, and ensuring customer satisfaction. Ensuring smooth operations
- Overseeing day-to-day operations, coordinating with other departments, and addressing any operational challenges as they arise.

AL SADHAN TRADING

2011 - 2013

Admin Assistant and Data entry

AL JAMAL CARS (GARAGE) IN QATAR

2022 - Till the date

Admin Assistant

- Garage repairs both cash work and insurance claim
- For cash work Attending cars and make sure it has police repair permit and process the repairs accordingly
- For insurance claim make sure that it has police repair permit as well as insurance claim document
- Picturing specific damage and making quotation according to the damage required
- Sending questions and pictures to insurance for the approval
- After the approval, starting repair with all pictures proof and forwarding to the insurance to claim the charge.
- Doing all kind of paperwork
- Calling customers for delivering car after repairing
- Customer service: Handling inquiries, scheduling appointments, and providing information to customers about services offered, pricing, and policies.
- Administrative tasks: Managing paperwork, maintaining records of customer information, work orders, and invoices, and ensuring accurate documentation.
- Billing and invoicing: Generating invoices for services rendered, processing payments, and resolving any billing discrepancies or issues.
- Scheduling and coordination:
- Managing the garage's calendar, scheduling appointments for repairs or maintenance, and coordinating with technicians to ensure efficient workflow
- Parts and inventory management: Ordering and maintaining inventory of spare parts and supplies, tracking stock levels, and organizing storage areas.
- Communication: Serving as a point of contact between customers, technicians, and management, relaying messages and ensuring effective communication within the garage.
- Quality assurance: Conducting follow-up calls or surveys with customers to ensure satisfaction with services provided, and addressing any concerns or complaints.
- Compliance and documentation:
- Ensuring that the garage complies with all relevant regulations and safety standards, and maintaining up-to-date records and documentation.
- Vendor relations: Liaising with suppliers and vendors to negotiate pricing, place orders, and handle any issues or returns.
- General support: Providing support to the garage manager or foreman as needed, and assisting with various tasks to ensure the smooth operation of the garage.

