



# SHAHEEN MOHAMED KHAN

SALES REPRESENTATIVE

## CONTACT

- +974 5580 9864
- shaheensmk07@gmail.com
- <https://www.behance.net/shaheenmk>
- Madinat Khalifa North Doha, Qatar
- <https://www.linkedin.com/in/shaheen-mohamad-7smk/>

## SKILLS

- Excellent Customer Service
- Product Branding
- Point of sale knowledge
- Great Communication Skill
- Brand & Product Knowledge
- Written and verbal
- MS Office suite
- Creativity
- Teamwork and Collaboration
- Attention to Detail

## TOOLS

- Figma
- Adobe Xd
- Invision
- Adobe Photoshop
- Canva
- CSS (Basic)
- HTML (Basic)
- Sketch

## LANGUAGES

- English
- Tamil
- Sinhala

## CERTIFICATE

Certified in UI/UX Design (Mind Luster)  
2023

## PROFILE

A highly resourceful, flexible, innovative and enthusiastic individual who possess a considerable amount of knowledge regarding administrative and office procedure. A quick learner who can absorb new ideas and experiencing in coordinating, planning and organizing a wide range of administrative activities. Well organized and a team player with a proper ability to work proactively in a complex and busy office environment.

## WORK EXPERIENCE

### Sales Representative

Esoft Metro Campus, Sri Lanka

2021-2023

- Understand the layout policy in respect of brand, pricing, positioning of bestsellers, color coordination and selling of fragmented stock
- Provide outstanding customer service, reveling 96% in customer service feedback surveys
- Receive all incoming correspondence and packages and route to correct recipients.
- Receive walk in customers and clients and make them comfortable
- Create shipping labels and schedule daily pickups.
- Monitor sales transaction associated with purchase and ensure sates procedures are followed
- Analyze marketing information and translated into strategic plans for customer growth
- Research emerging products and use information to update the store's merchandise

## EDUCATION

### B.Sc. Software Engineering

Reading

### Higher National Diploma in Computing

2018-2020

### Esoft Metro Campus

### Diploma in Information Technology

2017-2018

### Esoft Metro Campus

### London Ordinary Level

2017

### Al-Barakha International School

## PERSONAL PROJECT

### E-commerce Mobile App

- Conducted user research and usability testing to inform design decisions.
- Created wireframes, prototypes, and high-fidelity mockups.

### Spotify Mobile App Redesign

- Designed wireframes for a mobile app focused on simplifying task management.
- Ensured a user-friendly and intuitive interface.
- Incorporated feedback to improve the wireframes.

### Gaming Website

- Designed wireframes for a Website focused on simplifying task management.
- Ensured a user-friendly and intuitive interface.
- Incorporated feedback to improve the wireframes and design.