



PERSONAL DETAILS

NAME: Mohamed Sadiq Ismail
GENDER: Male
D.O.B: 11th November 1992
NATIONALITY: Kenyan
MARITAL STATUS: Single
LANGUAGES: English, Swahili (Fluent speaking & writing)
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LOCATION: Doha, Qatar

CAREER OBJECTIVE

To obtain a challenging position in a dynamic organization where I can utilize my skills and experience to make a meaningful contribution, while continuously learning and growing as a professional.

EDUCATION BACKGROUND

2008-2011 Inooro Secondary School
Kenya Certificate of Secondary Education

2000-2006 Nanyuki Primary School
Kenya Certificate of Primary Education

WORK EXPERIENCE:

BAHAKIM TRADING LIMITED – KENYA

Warehouse Clerk – April 2012 – June 2014

Key responsibilities:

- Responsible for inventory management, including receiving, storing, and issuing lubricant products and related supplies.
- Conducted physical inventory counts and reconciled discrepancies.
- Assisted with shipping and receiving activities, including preparing and processing orders, and verifying incoming shipments.
- Maintained a clean and organized warehouse environment.
- Communicated with other departments to ensure timely delivery of products.

BASCO PAINTS LIMITED - KENYA

Customer Service Executive – Aug 2014 – Sep 2016

Key responsibilities:

- Handled customer inquiries and complaints, ensuring high levels of customer satisfaction.
- Assisted customers in choosing the right products to meet their needs.
- Processed orders, prepared quotations, and maintained accurate records of sales transactions.
- Coordinated with the production and logistics teams to ensure timely delivery of products to customers.
- Conducted regular customer satisfaction surveys to identify areas for improvement and implemented corrective measures to enhance customer experience.

BASCO PAINTS LIMITED – KENYA

Sales Coordinator – Oct 2016 – Jun 2018

Key responsibilities:

- Assisted the sales team in generating sales leads and achieving sales targets by providing administrative support, coordinating sales activities, and communicating with customers.
- Processed orders, prepared quotations, and maintained accurate records of sales transactions.
- Handled customer inquiries and complaints promptly and efficiently, ensuring high levels of customer satisfaction.
- Coordinated with the production and logistics teams to ensure timely delivery of products to customers.
- Conducted market research and analyzed customer needs to identify potential sales opportunities.

BASCO PAINTS LIMITED – KENYA

Sales Executive – July 2018 – Sep 2019

Key responsibilities:

- Primarily responsible for identifying, developing, and managing new/existing business opportunities.
- Communicate effectively with technical staff and senior management on the status of priority accounts and ongoing projects.
- Maintain a deep understanding of customers' operations and determine technical needs.
- Ensure the timely and successful delivering of our solutions to the customer.
- Responsible for payment follow ups and collection.
- Document and track the progress of all accounts, opportunities and upcoming projects.
- Negotiate price and terms.
- Respond quickly to customer requests and maintain a professional demeanor when handling all matters.

MASAVA CONSTRUCTION LIMITED - KENYA

Site Supervisor – Oct 2019 – July 2022

Key responsibilities:

- Oversee the work of subcontractors and ensure compliance with safety regulations.
- Manage project timelines and budgets, including tracking expenses and updating project schedules.
- Conduct regular safety meetings and inspections to ensure a safe work environment.
- Coordinate with architects, engineers, and other stakeholders to ensure project requirements are met.
- Communicate regularly with clients to provide project updates and address any concerns.
- Complete regular site inventories and ordered construction materials, tools, and machines in relation to stock requirements and the schedule of construction.

QATAR AVIATION SERVICE (QAS) - QATAR

Cargo and Baggage Transport Driver – Oct 2022 – To Date

Key responsibilities:

- Safely transport cargo and baggage to/from aircraft.
- Operate specialized vehicles, adhere to safety guidelines.
- Collaborate with ground crews, ensure accurate handling.
- Inspect and maintain equipment, complete paperwork.
- Prioritize cargo movements and comply with security measures.
- Handle special cargo requests and maintain professionalism.
- Assist as needed during peak times.

Skills

- Safe cargo and baggage handling.
- Equipment operation and maintenance.
- Effective communication and teamwork.
- Customer service skills.
- Attention to detail.
- Strong sales and negotiation skills.
- Ability to work in a fast paced and in a team environment.
- Proficient in Microsoft Office (Word, Excel, PowerPoint).
- Knowledge of safety protocols.

References.

Available upon request.