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Info.shakeelahamed@gmail.com

**QATAR DRIVING LICENCE
& QID**
29714407461

DATE OF BIRTH
August 04, 1997

NATIONALITY
Sri Lankan

CIVIL STATUS
Single

RELIGION
Islam

COMPETENCY
Quick Learner
Attention to Detail
Excellent Exposure in IT
Leadership & Management
Multitasking

LANGUAGE
ENGLISH : Fluent
TAMIL : Fluent
SINHALA : Fluent
ARABIC : Basic

SPORTS
BOXING
FOOTBALL
CRICKET

SHAKEEL AHAMED

PROFILE

I'm a dedicated professional passionate about Retail, Sports, and Fitness. With 5 years of experience in customer service and sales, I've known for my ability to handle challenges with a customer-centric approach. As an excellent verbal and written communicator, I excel in providing effective solutions and fostering strong customer relationships. My passion for delivering exceptional service and resolving issues makes me a valuable asset in any customer-focused role.

WORKING EXPERIENCES

Sales & Customer service Executive
Gulf Tech Trading Co WLL

DEC 2022 – JAN 2024

- Advising and assisting guests to their needs and providing information on products to deliver 5 STAR service. Build and maintain relationships with clients.
- Planning & coordinating with suppliers/Vendors to research market trends and develop marketing tools to promote the business.
- Preparing and maintaining sales reports, analyzing the records to meet customer expectation.

Customer Service Executive (Colombo, Sri Lanka)
Gentelle - Benham International Pvt Ltd

MAR 2019 - JUL 2022

- Provide outstanding customer service, receiving 90% in customer service feedback surveys.
- Keep records of customer interactions, process customer accounts and filed documents.
- Processing orders and transactions.
- Generate sales leads identify and assess customers' needs to achieve satisfaction.
- Answering product and service questions and suggesting information about other products And services.

Receptionist/Admin (Kandy, Sri Lanka)
Fuel plus Gym

JAN 2018 - FEB 2019

- Answering phone inquiries and providing customer service.
- Processing payments and maintaining accurate records.
- Assisting with membership sales and renewal.
- Troubleshooting and resolving customer complaints and issues.

Sales Assistant (Kandy, Sri Lanka)
Retail Clothing Store - Fashion Bug

APR 2017 - DEC 2017

- Helped an average of 50 customers per day by responding to inquiries and locating products.
- Achieved an average sales goals for three consecutive months
- Assisted team members, when necessary, in handling cash registers, organizing inventory room, labelling products, unloading merchandise, and cleaning up

PROFESSIONAL QUALIFICATIONS

Diploma in International Airline Ground Operations.
International Airline and Aviation College (IAAC) - 2020

FEB 2019 – DEC 2020

COMPLETED

- Firefighting Training
- Customer Services
- Grooming and Deportment Training
- Passenger Services
- Airline Geography
- Aircraft Types and Loading
- Aviation Weather
- Regulatory Bodies and Air Traffic Services

Diploma in Information Technology with E- Commerce.
ESOFT Metro Campus – 2017

DEC 2016 – MAR 2017

COMPLETED

- Enhancing Productivity with MS Office (Word, Excel, PowerPoint)
- Internet, Email & Web Design
- Databases with SQL
- Network Technology

**Completed Arabic Course
for Non - Arabic Speakers.**

*Online Learning Initiative of
Qatar University – 2022*

Preliminary Certificate in Marketing.

Sri Lanka Institute of Marketing (SLIM) - 2018

MAY 2017 – DEC 2018

COMPLETED

- Pricing
- Targeting & Positioning
- The Marketing Mix
- Product Planning

- Distribution / Place
- Marketing Environment

SPORTS AND ACTIVITIES

- *School Games Captain - (2016)*
- *Participated in all island Boxing and Football Competitions*
- *Prefect of School (2010 –2016)*
- *Leader of School Scout Association (2009 - 2013)*

PERSONAL LICENSES

- **Sri Lankan Driving License : B3561063**
- **Qatar Driving License : 29714407461**
- **Sri Lankan National ID : 972170887v**
- **Qatar ID: 29714407461**

NON – RELATED REFERREES

Mrs. Indika Herath Regional Manager
(Central Operations) Sri Lanka Institute of Marketing (SLIM)
No.524/1, Peradeniya Road, Kandy
T.P. 070-3732845

Mrs. Aslam Manager Operations, Lecturer
International Airline and Aviation College (IAAC)
49A, Siri Dhamma Mawatha,
Colombo 10
T.P. 077-3113922