



# 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.

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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

## WORKING EXPERIENCES

### Sales & Customer service Executive

DEC 2022 – JAN 2024

Gulf Tech Trading Co WLL

- 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)

MAR 2019 - JUL 2022

Gentelle - Benham International Pvt Ltd

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

### Receptionist/Admin (Kandy, Sri Lanka)

JAN 2018 - FEB 2019

Fuel plus Gym

- 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)

APR 2017 - DEC 2017

Retail Clothing Store - Fashion Bug

- Helped an average of 50 customers per day by responding to inquiries and locatingproducts.
- Achieved an average sales goals for three consecutive months
- Assisted team members, when necessary, in handling cash registers, organizinginventory 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            | - Airline Geography                          |
|           | - Customer Services                | - Aircraft Types and Loading                 |
|           | - Grooming and Department Training | - Aviation Weather                           |
|           | - Passenger Services               | - 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