



IFTEKHARUL ISLAM

Nationality: Bangladeshi **Date of birth:** 07/11/1986 **Gender:** Male

Phone: (+974) 50045203 **Email:** iftekhhar.shohag58@gmail.com

Work: Doha (Qatar)

ABOUT MYSELF

A highly reliable and hardworking professional with experience in food delivery, customer service, demand signal repository, and floor cleaning machine operations. Seeking opportunities to utilize my skills and contribute to organizational success in a dynamic work environment.

WORK EXPERIENCE

Food Delivery Driver

Nando's Qatar [09/06/2021 – Current]

City: Doha | Country: Qatar

- Delivered food orders promptly and efficiently, ensuring customer satisfaction.
- Managed multiple deliveries, prioritizing based on delivery time and location.
- Maintained cleanliness and functionality of the delivery vehicle.
- Handled cash and card transactions, ensuring accurate payment processing.

Customer Service Representative

Habeeb Istanbul Turkish Restaurant [17/03/2019 – 05/06/2021]

City: Doha | Country: Qatar

- Addressed customer inquiries and resolved issues in a timely and efficient manner.
- Provided product and service information to customers.
- Handled complaints and escalated issues when necessary.
- Maintained a positive and professional attitude while interacting with customers.

Demand Signal Repository Specialist

Robi Axiata Limited [01/03/2014 – 31/12/2018]

City: Naogaon | Country: Bangladesh

- Managed demand signal data to ensure accurate forecasting and inventory management.
- Collaborated with the supply chain team to analyze sales data and identify trends.
- Assisted in creating reports that informed demand planning and business decisions.
- Ensured timely and accurate updates of the demand signal repository.

Floor Cleaning Machine Operator

Abu Dhabi Berkeley Services LLC [27/07/2012 – 01/02/2014]

City: Abu Dhabi | Country: United Arab Emirates

- Operated floor cleaning machinery to maintain a clean and safe work environment.
- Ensured proper use of cleaning chemicals and equipment.
- Conducted routine maintenance and inspections of cleaning equipment.
- Followed safety guidelines and adhered to all facility policies.

EDUCATION AND TRAINING

Secondary School Certificate (10th Grade)

Mainam Bohumukhi High School [01/01/2003 – 27/02/2005]

City: Naogaon | Country: Bangladesh | Level in EQF: EQF level 4

LANGUAGE SKILLS

Mother tongue(s): Bengali

Other language(s):

English

LISTENING C1 READING C1 WRITING C2

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

Hindi

LISTENING C2 READING A1 WRITING A1

SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

Arabic

LISTENING B1 READING A1 WRITING A1

SPOKEN PRODUCTION B1 SPOKEN INTERACTION B1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user