

# MOHAMMED IKRAM



## ABOUT ME

Proactive, reliable, customer-orientated retail professional with 8 years of experience. seeking a position as a Salesman/Sales Representative. Offering a strong work ethic, excellent sales skills, and a commitment to providing outstanding customer service. Possessing a clean driving record and a valid Qatar driver's license.

## WORK EXPERIENCE

### • Sales Executive (2021 Oct -2024 Sep) Arabia Trading & Service Doha, Qatar

- Develop and maintain relationships with customers
- Conducting market research to identify selling possibilities and evaluate customer needs
- Actively seeking out new sales opportunities through cold calling, networking and social media
- Setting up meetings with potential clients and listening to their wishes and concerns
- Prepare and deliver appropriate presentations on products and services.
- Ensure the availability of stock for sales and demonstrations.
- Collaborate with team members to achieve better results.

### • Delivery Service Team Leader (2020 Jan-2021 Oct) Ikea Furniture Doha, Qatar

- Support Director of Customer Service in the smooth and efficient day to day running of the department.
- Handle reporting requests to support decision making.
- Allocate workload among team members
- Providing excellent customer service, answering questions, and handling complaints from clients.
- Establish & maintain payroll records.
- Handle escalations, investigate and eliminate root causes
- Monitoring and reporting on the performance of teams against Service Level Agreements

### • Taxi Driver (2018 Jan-2019 Nov) Gulf Ghazal Limousine W.L.L Doha, Qatar

- Provided transportation services for employees and clients, ensuring their safety and comfort.
- Followed traffic laws and company policies to maintain a high level of safety on the road.
- Maintained cleanliness and organization of the vehicle, reporting any maintenance or repair needs.
- Follow all company safety policies and procedures and protect company assets.
- Transports vehicles safely within the airport to various service areas.
- Provide outstanding customer service.
- Ability to work with minimal supervision while maintaining high energy.

## PROFILE

Name with Initial : M.I.M IKRAM  
Date of Birth : 21<sup>th</sup> Aug 1997  
Gender : Male  
Civil Status : Single  
Qatar Driving License : Manual  
Nationality : Sri Lankan

## CONTACT

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+974 52028718

**E - Mail**  
[Ikram13845@gmail.com](mailto:Ikram13845@gmail.com)

**Address**  
Al Hilal, Doha Qatar

## LANGUAGES

English -Professional working proficiency  
Arabic -Professional working proficiency  
Hindi - Professional working proficiency  
Malayalam-Professional working proficiency  
Tamil - Native or bilingual proficiency

## Visa Status

Transferable Visa With NOC

- **Delivery Driver (2016 Jan -2017 Nov)**  
**Hot & Cool Restaurant Doha, Qatar**

- Collecting parcels from a pick-up point.
- Planning your route (typically using a GPS device)
- Loading up your vehicle in a sensible order to match your route
- Contacting customers along the way and updating tracking systems
- Returning undelivered items.

## **ACADAMIC QUALIFICATION**

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- G.C.E ORDINARY LEVEL – 2013  
Successfully completed GCE O/L exams at Al Azhar central Collage.
- Diploma Of Auto Electrical - 2014  
Successfully completed Diploma at MITT.
- Completed Microsoft Office Application  
(JM Media Centre – Colombo Srilanka)

## **SKILLS & ABILITIES**

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- Valid Qatar driver's license with a clean driving record.
- Maintaining positive business relationships to ensure future sales Selling products and services using solid arguments to prospective customers.
- Strong time management and organizational skills to meet delivery schedules.
- Excellent customer service skills and the ability to interact professionally with clients and colleagues
- Ability to handle cash transactions and maintain accurate delivery records.
- Performing cost--benefit analyses of existing and potential customers

## **OTHER SKILLS**

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- Fluent in English, Hindi and Tamil languages.
- Possess Good Public Relation and Presentation Skills.
- Ability to learn new skills quickly & adapt to different environments with confidence.
- A co-operative & supportive team member enjoys working with others to achieve common goals.
- Capable of working under minimum supervision.

## **DECLARATION**

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I do hereby declare and affirm that the above particulars furnished by me are true and accurate to the best of my knowledge.

**M.I.M IKRAM**