



ISSAM KETATA

TUNISIAN

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Date of birth: October 15th, 1992

Marital status: Married

CARRIER OBJECTIVE

Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

PERSONAL EXPERIENCE

- ✓ Working under pressure and meet deadlines
- ✓ Can adapt to new situations and learn new tasks quickly
- ✓ Effective communications and human relations principles (team work)
- ✓ Basic sales & planning process
- ✓ Successful Public Speaking (customer service & very good negotiation)

TECHNICAL SKILLS

- ✓ Microsoft Office
- ✓ Qatari driving License/Tunisian driving License

LANGUAGES

- * Arabic: Native
- * French: Average
- * English: Perfect

DIPLOMAS & EDUCATION

***2010:** Certificate of completion of studies from training school (Building carpentry)

***2008-2009:** 3rd year carpentry of buildings - Technical preparatory school el Ahd

PROFESSIONAL EXPERIENCE

***From April 04th, 2020 until now:** **With the company First Delivery**, in Tunis, Tunisia

- Goods Delivery : Ensuring timely and accurate delivery of products to clients
- Coordinating with drivers to optimize delivery schedules.
- Liaising with customers for updates

***From March 1st, 2018 to December 20th, 2018:** **Cleaning Supervisor**, at cleaning company - Doha

- The supervision of all cleaning staff focusing on their performance in terms of standards of cleanliness and their behavior whilst on duty.
- Ensuring that a first class cleaning service is delivered to all areas of the building.
- Ensuring all staff are aware of the Health and Safety policies and procedures

***From January 12th, 2017 to February 28th, 2018:** **Store keeper**, at Zafir company - Doha

- **Inventory Management:** Monitoring stock levels, organizing storage areas, and ensuring accurate record-keeping to prevent shortages or overstocking.
- **Receiving and Dispatching Goods:** Checking incoming shipments for accuracy, storing items properly, and preparing orders for delivery or pickup.
- **Stock Control and Safety:** Conducting regular stock checks, maintaining a clean and organized workspace, and ensuring compliance with safety and security regulations.

*** From July 07th, 2014 to November 08th, 2016:** **Office Coordinator** in Sheikh Abd Ilah Al Thani office, Qatar.

- Greet visitors and provide information as asked
- Answer telephone, mail, faxes, and handle flow of visitors
- Manage files, record systems, office supplies and inventory

***From May 07th, 2013 to July 05th, 2014:** **Sales Assistant** "Afamya decoration" Doha

- Be involved in stock control and management/receiving and storing
- Being responsible for processing cash and card payments
- Answering queries from customers/dealing with their complaints

*** From September 09th, 2011 to June 06th, 2013:** **Store keeper** at S.T.A.F Tunis

- Check inventory records for accuracy
- Compile reports on various aspects of changes in production or inventory
- Keep records of items shipped, received, or transferred to another location