



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 : 21th Aug 1997
Gender : Male
Civil Status : Single
Qatar Driving License : Manual
Nationality : Sri Lankan

CONTACT

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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

- 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

- 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

- 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

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