

RAJIB SIDDIQUR RAHMAN

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Education

Higher Secondary School Certificate (H.S.C)

Hasanpur S.N. Degree College, Bangladesh – 2004

PROFESSIONAL SUMMARY

Experienced Sales and Marketing professional with 14+ years of diverse experience across retail, outdoor sales, marketing, event management, and telecom industries. Adept at leveraging advanced Microsoft Excel skills, creating detailed sales reports, and building interactive dashboards to track key performance indicators (KPIs). Proven ability to manage CRM systems, analyze sales data, and deliver actionable insights.

Experience

DRIVER COM ASST:

Marmi Engineering-Doha

Jan 2023 - Dec 2024

- Providing safe and reliable driving services to staff;
- Ensuring maintenance, servicing and cleanliness of vehicles at all times;
- Assisting in messenger and clerical duties as and when required;
- Ensuring effective and efficient bookkeeping and documentation of all runs;
- Ensuring that accidents are reported immediately to the police and supervisors
- Ensuring occupational health and safety compliance in the course of daily duties
- Preventing damage to the delivery van and the company products being transported
- Performing basic van maintenance tasks, such as checking tire pressure, and gas and oil levels.

Customer Service Representative

Jun 2020 – Oct 2022

Al-Khebra Driving Academy – Doha, Qatar

- Coordinated over 1,200 road exam schedules with the traffic department, ensuring seamless operations.
- Conducted quality assurance surveys with a 95% positive feedback rate, enhancing service reputation.
- Resolved over 500 customer complaints, achieving a 90% resolution success rate within a day.
- Trained 15 team members, resulting in a 30% improvement in service delivery standards.

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Sales Coordinator

Al-Asar Construction and Contracting WLL – Doha, Qatar Jun 2017 – Apr 2020

- Managed schedules and ensured timely communication between sales team members, increasing task efficiency by 25%.
- Created and maintained accurate sales reports and interactive dashboards, contributing to a 15% improvement in decision-making speed.
- Resolved 90% of customer complaints within 48 hours, enhancing customer satisfaction and retention.
- Assisted in promotional events that boosted sales by 20% during peak campaigns.
- Processed over 1,000 orders with 100% accuracy, ensuring seamless operations.

Outdoor Sales Executive

VIVA Telecommunications – Bahrain

Dec 2013 – Jan 2017

- Conducted daily face-to-face meetings with prospects, achieving a 30% lead-to-customer conversion rate.
- Maintained detailed records of over 500 sales leads and accounts, ensuring streamlined follow-ups.
- Collaborated with marketing to design campaigns that increased brand recognition by 40%.
- Monitored competitors and market trends, leading to a 10% increase in market share within the region.
- Prepared detailed performance updates for management, driving strategic adjustments.

Floor Supervisor

Landmark Group LLC, Lifestyle Store – Bahrain

Feb 2009 – Dec 2013

- Supervised and coordinated a team of 20 sales staff, consistently meeting or exceeding monthly targets.
- Implemented new merchandising strategies that increased in-store sales by 25%.
- Resolved customer complaints with a 98% success rate, ensuring high satisfaction levels.
- Optimized employee productivity through training sessions, resulting in a 15% performance boost.

Skills

Technical:

- Advanced Excel (Pivot Tables, VLOOKUP, Data Analysis, Dashboards)
- CRM Systems
- ORPOS (Oracle Retail Point of Sales)
- Inventory Management Tools

Language: English, Arabic, Hindi, Bangla.

Driving Licenses: Qatar, Bahrain, and Bangladesh.