

SYED SHAFIUL UMAM

Date Of Birth: 1996-10-03

Nationality: Bangladeshi

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PROFESSIONAL PROFILE

A seasoned professional with over a decade of diverse experience across sales, customer service, and team leadership. Adept at driving operational efficiency, fostering strong customer relationships, and leading teams to deliver exceptional service. Renowned for a proactive approach, meticulous attention to detail, and an unwavering commitment to excellence. Seeking to leverage my experience and skills in a challenging role that offers growth and advancement.

PROFESSIONAL EXPERIENCE

Sales Executive

Al Kaynat Abayat, Doha, Qatar

November 2019 – June 2022

- **Enhanced Sales Performance:** Boosted store revenue by 15% through personalized customer service and targeted product recommendations.
- **Inventory Management:** Streamlined stock management processes, reducing stock discrepancies by 20%.
- **Customer Engagement:** Cultivated a loyal customer base by consistently exceeding service expectations and providing tailored fashion advice.

Food Delivery

Snoonu, Doha, Qatar

July 2022 – Present

- **Customer Satisfaction:** Consistently maintained a 4.9/5.0 rating by providing punctual, reliable, and courteous transportation services.
- **Safety & Maintenance:** Ensured vehicle safety through regular maintenance checks, contributing to zero incidents during service tenure.
- **Time Management:** Optimized routes and schedules, resulting in a 15% reduction in travel time and increased client satisfaction.

EDUCATION

Higher Secondary Certificate (H.S.C) - Science

Hazera Taju Degree College, Chitattong, Bangladesh

2014

Secondary Certificate (S.S.C) - Science

Mirza Ahmed Isphani Smriti Biddalaya, Bangladesh 2012

CORE COMPETENCIES

- >Sales Optimization
- >Team Leadership & Training
- >Inventory & Stock Control
- >Multilingual Communication
- > Safety & Compliance
- >Operational Efficiency
- >Event Management
- > Customer Relationship Management (CRM)

TECHNICAL SKILLS

- >Microsoft Office Suite (Word, Excel, PowerPoint)
- >Salesforce CRM
- >Inventory Management Systems
- >Digital Payment Processing

LANGUAGES

- >English: Fluent
- >Hindi: Fluent
- >Bengali: Native
- >Arabic: Conversational
- >Urdu: Fluent

HOBBIES & INTERESTS

- >Traveling
 - >Reading
 - >Listening Music
 - >Technology
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