

SYED SHAFIUL UMAM

Date Of Birth: 1996-10-03

Nationality: Bangladeshi

Mobile: 7958166

Email: syedshafiulumam@gmail.com



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 Tajul Degree College, Chittagong, Bangladesh

2014

Secondary Certificate (S.S.C) - Science

Mirza Ahmed Isphani Smriti Biddalaya, Bangladesh 2012

CORE COMPETENCIES

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

TECHNICAL SKILLS

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

LANGUAGES

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

HOBBIES & INTERESTS

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| >Traveling | >Reading | >Listening Music | >Technology |
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