

# MUHAMMED IRFAN



## Personal

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- Date of birth**  
25-12-2004
- Gender**  
Male
- Nationality**  
Indian
- Driving license**  
30435607709

## Languages

- English
- Malayalam
- Hindi

I am a reliable and energetic professional with one year of experience in the delivery and sales sectors. I aim to contribute to a forward-thinking organization where I can leverage my skills in customer service and operational efficiency. My experience includes effective communication, teamwork, and the ability to work under pressure to meet deadlines. I'm committed to continuous learning and delivering exceptional service.

## Education and Qualifications

- PLUS TWO**  
Government Higher Secondary School, Meppadi Wayanad
- Mar 2020 - Mar 2022

## Work experience

- Delivery Executive**  
Ekart Logistics, Kalpetta Wayanad
- Jan 2023 - Dec 2024
- A logistics company focused on efficient delivery services.
- Obtained delivery confirmations from customers.
  - Notified management of vehicle safety concerns and issues.
  - Navigated through various routes using GPS technology to find the most efficient paths.
- Salesman**  
Ami's Bakery, Kalpetta Wayanad
- May 2022 - Dec 2023
- A local bakery known for its fresh products and customer service.
- Facilitated product demonstrations to showcase features and address client queries promptly.
  - Collaborated with the marketing team to create compelling sales collateral and promotions.
  - Communicated with customers to determine needs, provide recommendations and upsell services.
  - Self-managed workload under pressure to consistently meet deadlines.

## Strength

- Effective Communication  
Ability to effectively interact with officials and co-workers at the various levels of the organization.
- Flexibility  
Flexible to different kinds of work environment.
- Hardworking  
Willingness to learn and work hard

## Achievements

- Enhanced Customer Satisfaction**  
Enhanced customer satisfaction by 20% through timely deliveries and efficient service.
- Improved Delivery Efficiency**  
Reduced delivery times by 15%, optimizing routes with GPS technology
- Increased Bakery Sales**  
Upsold bakery products, boosting sales by 25% over previous quarter.
- Met Delivery Goals**  
Achieved 98% success rate in meeting delivery deadlines consistently