

HIJAS AHAMED

EXPERIENCED ALLROUNDER



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PROFILE

Experienced professional with over 5 years in storekeeping, customer service, and administrative roles. Currently working as a Store Keeper since January 2024, skilled in inventory control, stock management, and operational support. Previous experience as a Call Center Executive and Receptionist has strengthened communication and problem-solving abilities. Holds Diplomas in IT and English, and is now seeking new challenges to contribute value through dedication and efficiency.

KEY COMPETENCIES

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| • Inventory Management | • Communication Skills | • Data Entry | • MS Office Proficiency |
| • Stock Control | • Telephone Etiquette | • Customer Service | • IT Literacy |
| • Warehouse Coordination | • Time Management | • Attention to Detail | • Multitasking |
| • Record Keeping | • Problem Solving | • Team Collaboration | • Front Desk Operations |

PROFESSIONAL EXPERIENCE

Store Keeper ZARA (Azadea Group), Qatar	Jan 2024 - Present
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- Efficiently manage inventory levels, ensuring optimal stock availability and accuracy through regular audits and updates.
- Liaise with suppliers to place orders, negotiate terms, and resolve any discrepancies or issues with shipments.
- Monitor stock movements and conduct periodic stocktakes to maintain accurate records and prevent stock loss or overstock situations.
- Inspect incoming goods for quality and accuracy, ensuring they meet company standards and specifications before stocking.

Call Center Executive Vnlin Logistics (Al Tarqyh Trading and Service), Qatar	Jan 2022 - Dec 2023
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- Handle high volumes of inbound calls, providing accurate information and courteous service.
- Make outbound calls for follow-ups, appointments, surveys, or promotions as needed.
- Address customer concerns, provide solutions, or escalate issues for timely resolution.
- Update customer interactions in CRM systems with accurate and current information.
- Meet individual and team KPIs including call time, resolution rate, and satisfaction scores.

Receptionist Co-op Hospital, Sri Lanka	Jun 2020 - Dec 2021
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- Greet guests warmly and assist by directing them to the right person or department.
- Manage multi-line phone system, answer calls, take messages, and forward promptly.
- Handle reception area operations, respond to inquiries, and provide company information.
- Organize appointment calendars, schedule meetings, and prepare meeting rooms.

Store Keeper Nazeeha Construction Company, Sri Lanka	Jan 2019 - Jun 2020
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- Verify delivered goods against orders, report damages, and organize items properly.
- Maintain accurate stock records and perform regular counts and audits.
- Process material requests, prepare items for release, and document all dispatches.
- Keep the store clean, organized, and compliant with safety standards.

EDUCATION QUALIFICATIONS

- **Diploma in IT**
ESOFT Metro Campus - Successfully Completed
- **Diploma in English**
ESOFT Metro Campus - Successfully Completed
- **G.C.E Advanced / Ordinary Level Examination**
BT/Alighar Central College

PERSONAL INFORMATION

Name in Full	Mohamed Subair Hijas Ahamed
Nationality	Sri Lankan
Marital Status	Single
Language Proficiency	English / Tamil / Arabic / Hindi / Malayalam

REFERENCES

Will be provided upon request.