



# SAIFUR RAHMAN

## PROFESSIONAL SUMMARY

Dynamic and results-driven professional with extensive experience in sales, customer service, and team supervision across multiple sectors. Proven record in exceeding sales targets, mentoring teams, and optimizing business operations. Skilled in market analysis, route planning, client engagement, and team leadership. Seeking to contribute as a Van Salesman, Sales Executive, or Supervisor to drive business growth and customer satisfaction.

**SUPERVISOR | SALES EXECUTIVE | CUSTOMER SERVICE SPECIALIST | Merchandiser cum Salesman .**

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## CORE COMPETENCIES

- Customer Service & Communication
- Sales & Business Development
- Market Research & Analysis
- Team Leadership & Staff Training
- Merchandising & Route Planning
- Technical & Administrative Support
- CRM, MS Office & Data Entry

## PROFESSIONAL EXPERIENCE

### MERCHANDISER CUM SALESMAN

Ali Bin Ali, Doha, Qatar | Oct 2021 – Aug 2024

- Boosted sales by 30% through strategic product placement and promotions.
- Analyzed market trends to optimize inventory and profitability.
- Strengthened customer relationships to increase brand loyalty.

### VAN SALESMAN

Al Musahim Trading & Contracting, Doha, Qatar

- Trained and mentored junior sales staff, improving team productivity.
- Used CRM tools for effective route planning and sales tracking.
- Identified new market opportunities via extensive field research.

### SALES EXECUTIVE

Lausanne Trading & Contracting, Doha, Qatar

- Surpassed sales targets by 30% consistently for three years.
- Developed and retained strong client relationships.
- Increased revenue by 25% through innovative sales strategies.

### SALES EXECUTIVE

Section Modern Industries, Doha, Qatar

- Awarded Top Sales Executive three years in a row.

- Collaborated in marketing campaigns with measurable success.
- Achieved a 40% sales conversion rate.

## CUSTOMER SERVICE REPRESENTATIVE

Shop Qatar Festival, Summer Festival, etc. – Doha, Qatar\

- Handled high-volume inquiries and enhanced customer experience.
- Implemented upselling strategies that increased sales by 15%.
- Launched feedback systems that improved service quality by 30%.

## SUPERVISOR (EVENT MANAGEMENT)

Qatar Star League, World Squash, AFC, IAAF – Doha, Qatar

- Enhanced productivity by 30% through effective team leadership.
- Reduced costs by 25% via process improvements.
- Led training sessions to boost morale and performance.

## CITY TOUR GUIDE

Ministry of Interior, Doha, Qatar

- Organized and led engaging city tours with high client satisfaction.
- Customized travel plans to improve the tourist experience.
- Increased repeat bookings by 25%.

## SURVEYOR & SUPERVISOR (RESEARCH)

Ministry of Transportation, Doha, Qatar

- Managed a field team with 95% task completion.
- Improved data quality through updated research methods.
- Reduced project duration by 20%.

## TRANSPORTATION SUPERVISOR

Motor GP & Men's Tennis Cup, Doha, Qatar

- Lowered transportation costs by 20%.
- Improved delivery timelines by 30%.
- Enforced safety measures that decreased incidents by 40%.

## EDUCATION

Higher Secondary Certificate (HSC) – MHM School and College, Dhaka, Bangladesh  
Secondary School Certificate (SSC) – MHM School and College, Dhaka, Bangladesh

## LANGUAGES

- English
- Urdu
- Hindi
- Arabic
- Bangla