

SIYAD K

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📍 Doha, Qatar | Visa Status: Transferrable with NOC

PROFESSIONAL SUMMARY

Customer-focused professional with 7+ years of experience in technical troubleshooting, sales, and client service. Skilled in handling customer complaints, explaining technical issues in simple terms, preparing reports, and meeting service targets. Adaptable and eager to build a career in automotive service advisory and customer relationship management.

KEY SKILLS

- Customer service & complaint handling
 - Technical advisory & explanation skills
 - Sales, reporting & target achievement
 - Team coordination & workflow support
 - Strong communication (English, Hindi, Malayalam, Tamil, Arabic)
 - IT skills: MS Word, Excel, PowerPoint
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RELEVANT EXPERIENCE

Customer Service & Technical Support

Smart Care Trading, Doha, Qatar | 2018 – Present

- Greeted and assisted walk-in customers, handling service complaints with professionalism.
- Diagnosed issues, explained technical problems and recommended solutions in customer-friendly language.
- Maintained service records, prepared daily reports, and supported management in achieving sales targets.
- Ensured smooth customer experience by coordinating between clients and technical staff.

Sales & Customer Advisor

Your Space Trading & Grand Mart, Doha, Qatar | 2016 – 2018

- Assisted customers in product selection, explained features, and built trust-based relationships.
- Managed reports and sales records, consistently achieving assigned targets.
- Maintained professional service standards and ensured customer satisfaction.

Technical & Service Support

Samsung Service Center (Maharashtra) & HCL Service Center (Noida), India | 2014 – 2016

- Handled service complaints and guided customers with technical solutions.
 - Ensured repairs and replacements were handled efficiently, updating customers regularly.
 - Maintained records, monitored repeat complaints, and supported service operations.
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EDUCATION

- Diploma in Smartphone & Tablet PC Engineering | Britco & Bridco Pvt. Ltd, Kerala | 2014
 - Higher Secondary Education | Kerala Board | 2012
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CAREER INTERESTS

- Automotive Service Advisor
 - Customer Service Executive
 - Technical Sales & Support
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PERSONAL DETAILS

DOB: 27 May 1995 | Nationality: Indian | Marital Status: Married