



Mohamedsidik Abdirahim

Customer Service & Sales
Professional

Contact

+974 3024 7736

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Qatar Light Vehicle Driving
License (Manual)

Core Competencies

- ▶ Customer Service & Sales
- ▶ Client Relationship Management
- ▶ Needs Assessment & Upselling
- ▶ Logistics & Delivery
- ▶ Route Planning
- ▶ Office Administration

Languages

- ▶ English (Fluent)
- ▶ Arabic (Intermediate)

Certifications

- ▶ CompTIA A+
- ▶ CompTIA Network+

Professional Summary

A reliable and customer-focused professional with over 3 years of proven experience in customer service, sales, and delivery. An effective communicator with intermediate Arabic language skills and a holder of a valid Qatari driving license. Known for building strong client rapport, ensuring timely service, and achieving high customer satisfaction. A conscientious team player seeking to contribute strong work ethic and service excellence to a forward-moving organization.

Professional Experience

Customer Service Representative

Al Hattab Holding | Qatar

2021 – 2023

- Served as the primary point of contact for customer inquiries, providing timely and effective solutions via phone, email, and in-person
- Managed customer accounts, processed orders, and handled complaints with a focus on first-contact resolution
- Utilized in-depth product knowledge to advise customers and successfully promote upsell opportunities
- Collaborated with internal teams to resolve complex customer issues, ensuring a seamless service experience

Sales & Delivery Driver

Oceanic Ltd | Kenya

2020 – 2021

- Managed direct sales to customers on the shop floor, providing expert advice on electronic products and accessories
- Responsible for the safe and timely delivery of purchased goods, ensuring customer satisfaction from point-of-sale to final delivery
- Handled cash and electronic transactions, maintaining accurate records of sales and deliveries

Education

Diploma in Information Technology

Jomo Kenyatta University of Agriculture & Technology

2018 – 2019

Kenya Certificate of Secondary Education

OMC Secondary School

2013 – 2016