

# MOHAMED SHILMY

## DELIVERY ASSOCIATE



## CONTACT

### E-mail

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### Phone

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### Address

Doha, Qatar

### Date of Birth

15th March 1990

## ADDITIONAL INFO

- Driving Licence  
Qatar & Srilanka
- Passport No : N7749670

## SKILLS

- Sales and Business Development
- Communication and Interpersonal
- Customer Service and Relationship Management
- Effective Communication
- Leadership and Teamwork

## LANGUAGES

- English (Fluent)
- Hindi (Fluent)
- Arabic (Fluent)
- Malayalam (Fluent)
- Sinhala (Fluent)
- Tamil (Fluent)



## PROFILE

With years of experience in Sales and Customer Service, I excel at building strong customer relationships and understanding their needs to deliver tailored solutions. Known for my honesty, hard work, and commitment to achieving results, I take pride in continuously learning and growing. I am motivated by meeting new people and am always eager to improve by learning from mistakes and making necessary corrections



## WORK EXPERIENCE

### Imile Express Transport Qatar

2023 MAR - PRESENT

#### Delivery Associate

- Safely deliver parcels and packages to customers at their designated locations within Qatar.
- Ensure all deliveries are made on time and in good condition, adhering to scheduled delivery windows
- Adjust routes as necessary based on real-time traffic conditions or customer requests.
- Provide excellent customer service by being polite, professional, and helpful during the delivery process.
- Address any customer inquiries or concerns promptly and professionally.
- Assist with unloading or handling packages as needed (e.g., for large or heavy items).
- Ensure that the delivery vehicle is clean, well-maintained, and fueled, reporting any mechanical issues to supervisors.
- Maintain the vehicle's equipment and ensure packages are securely loaded to avoid damage during transit.
- Ensure that deliveries are made within the time frames set by the company, keeping the delivery schedule intact.
- Coordinate with other team members or supervisors to address delivery problems efficiently.

### Zad Holdings (United Bakery)

2022 FEB - 2022 NOV

#### Van Salesmen

- Deliver Fresh Bakery Goods: Ensure timely delivery of bakery products (e.g., bread, pastries, cakes, cookies) to customers according to the agreed schedule.
- Accurate Deliveries: Double-check that the correct products are loaded into the van and are delivered in the correct quantities and at the correct locations.
- Recommend additional products to customers based on their preferences (e.g., suggesting cakes for an upcoming event or selling complementary items like jams or spreads).
- Build and nurture positive relationships with regular customers, ensuring their needs are met and they receive excellent service.
- Keep track of inventory levels in the van and ensure that products are replenished and ready for delivery. Report any stock shortages or low inventory to the bakery team.

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**Al Kulafa Rent a car**

2017 FEB - 2019 DEC

Sales Executive

- Identify and acquire new customers through direct sales, cold calling, and networking.
- Prepare and present sales proposals tailored to customer needs.
- Coordinate with the operations team to ensure the availability of vehicles for customers.
- Update customers on vehicle availability, upgrades, and additional services.
- Maintain accurate records of customer interactions, bookings, and sales.
- Ensure proper documentation for vehicle rentals, including contracts and payment receipts.
- Ensure all transactions comply with company policies and legal requirements.

**Starlink Qatar (Ooredoo Group of Company)**

Senior Sales Executive

2009 NOV - 2017 JAN

- Identify and pursue new sales opportunities to achieve individual and team sales targets.
- Build a robust pipeline of clients in both B2B and B2C segments.
- Promote and sell telecom products, services, and solutions, such as mobile plans, internet packages, and device bundles.
- Develop and maintain strong relationships with key clients and stakeholders.
- Act as the primary point of contact for high-value customers to ensure satisfaction and retention.
- Address and resolve customer queries or issues promptly to enhance customer experience.
- Support and mentor junior sales executives to enhance their performance and skills.
- Collaborate with the sales manager to set team objectives and evaluate performance metrics.
- Ensure compliance with company policies, sales processes, and regulatory requirements.
- Maintain an in-depth understanding of products and services, including technical specifications and benefits.

**Globe Communication & Dealer of Sri Lanka Telecom**

Sales Executive

2008 MAR - 2009 AUG

**Lanka Hardware and Material Suppliers (Sri Lanka)**

Sales Executive

2007 JUL - 2008 FEB



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**EDUCATION**

**Diploma in Computer Hardware & Networking**  
(Turnkey College of IT)

**G.C.E. Ordinary Level - Batch 2006**  
**Ku /Al - Aqsa Muslim Maha Vidyalaya, Polgahawela**