

# SHAMNAD PARAMBATH

Doha, Qatar | +974 50220113 | shamnadkakkattil15@gmail.com | Qatar ID: 29935610967

## PROFESSIONAL SUMMARY

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Motivated and versatile professional with experience in outdoor sales, electronic repair, customer interaction, and technical support. Strong ability to engage customers, understand their requirements, and promote suitable products while delivering reliable technical solutions. Skilled in field operations, device diagnostics, van-based product delivery, and maintaining high service standards. Known for quick learning, adaptability, effective communication, and a dedicated approach to achieving targets and customer satisfaction. Demonstrates strong problem-solving skills, the ability to work independently in outdoor environments, and a commitment to maintaining professionalism in all customer interactions. Capable of balancing technical responsibilities with sales objectives to deliver consistent results and support overall business growth.

## KEY SKILLS

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- Teamwork
- Work Ethic
- Multitasking
- Attention to Detail
- Problem-Solving
- Conflict Resolution
- Interpersonal Skills
- Stress Management
- Positive Attitude
- Analytical Thinking
- Critical Thinking
- Decision-Making

## WORK EXPERIENCE

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### OUTDOOR SALES EXECUTIVE

June 2024 – Present

Mango, Qatar

#### KEY RESPONSIBILITIES

- Conducting outdoor sales activities, promoting and selling products and spare parts to a diverse customer base while achieving individual and team sales targets.
- Identifying customer needs through consultations and recommending appropriate products or spare parts to maximize satisfaction and repeat business.
- Building and maintaining long-term customer relationships through professional engagement and attentive service.
- Providing technical support by diagnosing and repairing electronic devices, resolving issues accurately and promptly.
- Managing van-based deliveries, coordinating routes and logistics to ensure timely order fulfillment.
- Maintaining detailed records of daily sales, spare sales, customer feedback, and field activities to track performance and improve service quality.

### SALES & SERVICE TECHNICIAN

2021 – 2024

Sales and Services, Qatar

#### KEY RESPONSIBILITIES

- Provided sales support and technical services for mobile spare parts and accessories, assisting customers with product selection and troubleshooting.
- Diagnosed and repaired mobile devices efficiently, ensuring high-quality service and customer satisfaction.
- Maintained inventory records and managed spare parts to ensure timely availability for customers.
- Delivered technical guidance and product knowledge to customers, helping them make informed decisions.
- Coordinated with the sales team to achieve monthly targets and contributed to overall business growth.

## EDUCATION

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### BACHELOR OF COMMERCE

Harland Education, Sharjah, UAE

### HIGHER SECONDARY

Jamia Urdu Aligarh, India

### SSLC

Sanskrit High School, India

## AREAS OF EXPERTISE

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- Outdoor Sales & Customer Engagement
- Electronic Device Repair & Troubleshooting
- Product Promotion & Technical Support
- After-Sales Service & Customer Relationship Management
- Van-Based Product Delivery & Logistics Coordination
- Inventory & Spare Parts Management
- Time Management & Multitasking
- Team Collaboration & Problem-Solving
- Effective Communication & Client Interaction
- Adaptability & Quick Learning
- Field Operations Management
- Customer Needs Analysis
- Product Knowledge Enhancement
- Sales Strategy Implementation
- Route Planning & Delivery Optimization
- Technical Support Documentation
- Client Retention & Loyalty Programs
- Performance Monitoring & Reporting
- Conflict Resolution & Complaint Handling
- Training & Mentoring of Team Members
- Market Research & Competitor Analysis

## COMPUTER SKILLS

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- MS Office Suite
- Basic Operation
- Internet & Email

## LANGUAGES KNOWN

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- English : Proficient/Fluent (C2)
- Hindi : Proficient/Fluent (C2)
- Arabic : Proficient/Fluent (C2)
- Malayalam : Native

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2 Proficient user

## PERSONAL DETAILS

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Gender : Male  
Date of Birth : 19/01/1999  
Nationality : Indian  
Marital Status : Married

## REFERENCE

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- Available upon request