

CURRICULUM VITAE

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Email: ashfakraheez1@gmail.com
Profession: Sales Executive
Date of birth: 22/05/1996
Address: Doha Qatar
Nationality: Indian
Marital Status: Married
Visa Status: Work visa
Availability: Immediately



OBJECTIVE

Efficient and effective Sales executive with over 4 years of experience, I have also to use my knowledge and skills to work for the betterment of the firm while developing my career path. Mt career goal is to reach a higher position in my field of work but enhancing my skills to the best of my ability, and to maintain a good name in the company which will always worth my effort.

PROFESSIONAL EXPERIENCE

SALES EXECUTIVE IN V MAX GLOW LIGHT LIGHTING W.L.L DOHA QATAR

APRIL 2022 – 2025

KEY RESPONSIBILITIES:

- ✓ Contacting customers, Prepare the quotations, finalize the orders, arrange the delivery, store inventory, collect the payments, weekly reports etc.
- ✓ Managing incoming calls and customer service enquiries.
- ✓ Attend the manufacturer training and meetings as decided by manager.
- ✓ Collect the ongoing & tender inquires regarding the safety products client in the Qatar region.
- ✓ Maintain a positive, empathetic and professional attitude towards Customers at all times.

- ✓ Responding promptly to customer inquiries.
- ✓ Communicating with customers through various channels.
- ✓ Acknowledging and resolving customer complaints.
- ✓ Processing orders, forms, applications, and requests.
- ✓ Keeping records of customer interactions, transactions, comments and complaints.
- ✓ Communicating and coordinating with colleagues as necessary.
- ✓ Ability to stay calm when customers are stressed or upset.
- ✓ Comfortable using computers.
- ✓ Experience working with customer support.
- ✓ Providing feedback on the efficiency of the customer service Process.
- ✓ Managing a team of junior customer service representatives.
- ✓ Ensure customer satisfaction and provide professional customer Support.

SALES EXECUTIVE IN BRIGHT ENGINEERING W.L.L DOHA QATAR

MAR 2019 – JUN 2021

KEY RESPONSIBILITIES:

- ✓ Manage large amounts of incoming calls.
- ✓ Generate sales leads.
- ✓ Identify and assess customers' needs to achieve satisfaction.
- ✓ Build sustainable relationships and trust with customer accounts through open and interactive communication.
- ✓ Provide accurate, valid and complete information but using the right methods.
- ✓ Meet personal/customer service team sales targets and call handling quotas.
- ✓ Handle customer complaints, provide appropriate solutions and alternatives within the time limits, follow up to ensure resolution.
- ✓ Keep records of customer interactions, process customer accounts and file documents
- ✓ Follow communication procedures, guidelines and policies.
- ✓ Take the extra mile to engage customers.

Education:

- ✓ **DIPLOMA IN CIVIL ENGINEERING- (2014-2017)**
University of Technical board Kerala, India
- ✓ **TRAINED AS QA/QC IN CIVIL ENGINEERING 2017**
- ✓ **HIGHER SECONDARY SCHOOL CERTIFICATE –(2012-2014)**
Government of Kerala General Education Department, India
- ✓ **SECONDARY SCHOOL CERTIFICATE –(2010-2012)**
Government of Kerala General Education Department, India

Projects:

- **Main Project: “Fly Ash in Geotechnical Engineering”**

Professional Qualification & Skills:

- ✓ **Background encompasses extensive professional experiences utilizing a strong work ethic and a commitment to carting out organizational objectives in an efficient timely manner.**
- ✓ **Technical skills: Having good Experience in detail engineering documents review, Quality control, Inspections and Text plan, Method Statement, ITP.**
- ✓ **Social skills: Proven organizational time, management and communication (verbal and written) skills; positive attitude – brings enthusiasm to daily tasks; self-motivated; hardworking and behaving with integrity and professionalism in a corporate environment; skilled at multi-tasking; highly responsible.**
- ✓ **Software skills: computer proficient and well versed in Microsoft Office software (Word, Excel, & Power point), AutoCAD, Photoshop, CorelDraw, reports and schedule, material submittals, and other related for engineering documentations.**

Languages:

- **English: Fluent**
- **Hindi: Fluent**
- **Malayalam : Fluent**

Declaration:

The above started details are true and best of my knowledge. If any additional information or clarification required, please feel free to contact me.

Yours Faithfully,

ASHFAK UK.