

# ABDUL RAHIMAN



## SUMMARY

Productive employee with proven track record of successful project management and producing quality outcomes through leadership and team motivation. Works with clients to determine requirements and provide excellent service.

## EXPERIENCE

**Self employed, 02/2020 - 06/2025**

**Fast N Fine - Bangalore, India**

- Collaborated with team members to achieve target results.
- Achieved service time and quality targets.
- Engaged with customers to better understand needs and deliver excellent service.
- Identified issues, analysed information and provided solutions to problems.
- Handled customer concerns and escalated major issues to supervisor.
- Resolved customer queries and problems using effective communication and providing step-by-step solutions.
- Developed team communications and information for meetings.

**Sales Executive, 07/2018 - 07/2019**

**UNITEL GROUP OF COMPANY - Muscat**

**Sales Executive, 03/2015 - 12/2017**

**AMT (Arabia Mega Trd.) - Jeddah, International**

- Managing the sales process for new prospects, from initial contact through to Closure
- Dealing with customer enquiries face to face, over the phone or via email.
- Contacting prospective customers and discussing their requirements.
- Achieving all revenue targets & objectives in line with the Area Business Plan.
- Working closely with the marketing team to produce any sales collateral required for the trading market.
- Reporting business trends and area performance to the National Sales Manager.
- Developing & maintaining successful business relationships with all prospects.
- Identifying what customers want.
- Planning and organizing the day to ensure all opportunities are maximized.
- Developing a full understanding of the business market-place.

**IT Support Engineer, 07/2014 - 03/2015**

**MicroHard service pvt. - Bangalore, India**

- Managed installation, configuration, and maintenance of computer hardware, software, and networks in a corporate environment.

## PERSONAL

- 📍 Doha, Qatar
- ☎ +97471715490
- ✉ abrahiman00@gmail.com

## SKILLS

- Create and deliver convincing arguments
- Manage multiple commercial processes
- Evaluate tasks and suggest improvements
- Closing deals
- Prioritize workload
- Work effectively under pressure
- Meet tight deadlines
- Present at a senior level
- Discuss and propose at a senior level
- Understanding of business concepts
- Time management
- Attention to detail
- Hardware troubleshooting
- Software troubleshooting
- Installation of Windows
- Installation of printers
- Maintaining Microsoft software
- Good communicator
- Self-taught
- Confident
- Willingness to achieve success
- Thrives in high-pressure environments

## LANGUAGES

Arabic:	B2
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Upper intermediate	
English:	C1
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Advanced

**Hindi:** C1

Advanced

**Malayalam:** C2

Proficient

**Tamil:** B2

Upper intermediate

**Kannada:** B2

Upper intermediate

- Provided technical support on company applications and IT solutions through phone, live chat and email.
- Set up new workstations for users with proper cables, equipment and software.
- Documented all IT support activities, creating detailed reports to track issues and resolutions over time.
- Configured networks to meet performance requirements.
- Responded to emergency out-of-hours IT issues, providing critical support during unforeseen incidents.

## CERTIFICATIONS

- Cisco Certified Network Associate (CCNA), Course Completed
- Microsoft Certified Technology Specialist (MCTS), Course completed
- Hardware & Networking, Kerala State Hardware Education Society

## EDUCATION

**CCNA, MCTS:** Networking, 04/2013 - 07/2014  
**Nexsoft** - Kannur

**Diploma:** Engineering  
**Computer Science Engineering**

**S.S.L.C**  
**C.B.S.E** - New Delhi

**Higher secondary**  
**Kerala open school**

## PERSONAL INFORMATION

- Date of birth: 1993-04-20
- Nationality: Indian
- Marital status: Married

## DRIVING LICENCE

Qatar, Saudi Arabia, Oman

## HOBBIES AND INTERESTS

- Travel
- Photography

## DISCLAIMER

I assure you that all the above details are true to the best of my knowledge and belief.