

# MOHAMED RAFY ELAVATHAMBY

Messenger Cum Office Staff

Professional messenger cum office staff with strong communication and organizational skills. Experienced in managing diverse office tasks, delivering packages timely, and providing exceptional customer service. Dedicated, reliable, and adaptable team player.



## CONTACT INFORMATION

### Email

mohamedrafy1989@gmail.com

### Address

Doha - Qatar

### Phone

+974 30874333

### Date of birth

Feb 14, 1989

### Nationality

Sri Lankan

## SKILLS

1. Communication
2. Organization
3. Time management
4. Customer service
5. Problem solving
6. Multi-tasking
7. Attention to detail
8. Computer skills
9. Filing
10. Office equipment.

1. Customer service
2. Negotiation
3. Prospecting
4. Communication
5. Product knowledge
6. Relationship building
7. Closing techniques
9. Problem-solving

## LANGUAGES

### English

Advanced

## EXPERIENCE

Doha - Qatar  
Sep 2021 - Present

### Merchandiser

*Al Shab International Trading Group*

- Conducted market research to identify trends and competitor strategies.
- Collaborated with cross-functional teams to develop and execute merchandising plans.
- Analyzed sales data to optimize product assortments and drive revenue growth.
- Implemented visual merchandising strategies to enhance product presentation and customer engagement.
- Created visually appealing displays to boost sales and attract customers.
- Developed strong relationships with store managers and key decision-makers.
- Conducted regular inventory checks to ensure products were well-stocked.
- Maintained knowledge of industry trends to provide top-notch customer service.

Sri Lanka  
Jan 2017 - Jul 2021

### Sales Executive

*Eastern Motors Lanka PVT Limited*

- Developed and maintained relationships with key clients, resulting in increased sales revenue.
- Implemented strategic marketing campaigns that drove customer engagement and brand awareness.
- Led weekly sales meetings with team members to set targets and review progress.
- Demonstrated excellent communication skills by effectively negotiating contracts and resolving customer complaints.
- Successfully managed key accounts, resulting in a 20% increase in sales revenue.
- Developed and implemented sales strategies, leading to a 15% growth in market share.
- Negotiated contracts and maintained relationships with suppliers, ensuring timely deliveries and competitive pricing.

Doha - Qatar  
Feb 2015 - Oct 2016

**Cashier**

*City Exchange*

- Proficient in operating cash registers and handling transactions accurately and efficiently.
- Skilled in providing excellent customer service by addressing inquiries and resolving complaints.
- Experienced in handling cash, credit card, and digital payments in a fast-paced environment.
- Trained in balancing cash drawers and performing end-of-day reconciliation tasks.

Doha - Qatar  
Apr 2013 - Jan 2015

**Messenger**

*City Exchange*

- Delivered urgent documents and packages to clients with exceptional time management skills
- Possess strong communication and navigation skills for efficient and accurate deliveries
- Maintained professionalism and confidentiality in handling sensitive materials for clients
- Utilized organizational skills to prioritize tasks and meet strict delivery deadlines

Doha - Qatar  
Jan 2012 - Mar 2013

**Team Leader**

*La Villa Palace Hotel*

- Successfully resolved conflicts within team members, resulting in improved communication and team cohesion.

**EDUCATION**

Sri Lanka  
Jan 2001 - Dec 2008

**Diploma in Arabic Language and Islamic Theriology**

*Dharuthawheed Assalafiyya Arabic College*

Successfully Completed 7 Years Moulavi Certification in Arabic Medium

Sri Lanka  
Jan 2006 - Dec 2008

**GCE Advanced Level**

*Dharuthawheed Assalafiyya Arabic College*

Successfully Completed with Very Good Results.

Sri Lanka  
Jan 2005 - Dec 2005

**GCE Ordinary Level**

*Dharuthawheed Assalafiyya Arabic College*

Sri Lanka  
Jan 2007 - Dec 2007

**Diploma in Computer Operating System**

*Vocational Training Authority of Sri Lanka*

**DRIVING LICENSE**

I have the Qatari Driving License ( First Issue : 16-05-2012) and good knowlndage in Routes

**Arabic**

Advanced

**Tamil**

Native

**Hindi**

Intermediate

**Malayalam**

Intermediate

**Sinhala**

Advanced