



MOHAMED IFHAM

MOHAMED ANSAR

Customer service officer/
Administrator /Retail Sales
advisor/ FMCG Sales

PERSONAL DETAILS

Date of Birth : 1993.11.23
Marital Status : Married.
Nationality : Sri Lankan.
Visa : NOC Available
Driving License: Qatar - 29314408875
Validity - 2019-2024

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Mamoura, Qatar.

AREAS OF EXPERTISE

- Customer Service Management.
- Complaint Handling & Resolution
- Following the Events
till complete the request of customers
- Preparing the target sheets.
- Customer Satisfaction Enhancement
Order Fulfillment.
- Handling the process of VIP customers
Coordinating skills. Guiding skills.

ACHIEVEMENTS

Completed numerous courses and seminars as time management, leadership, performance assessment and food safety (Serve Safe)



OBJECTIVE OVERVIEW

Dedicated customer service Officer with 5 years of experience in Nestle waters, and Sampath Bank card center for 1 year. Worked as a customer service agent for 1 year in First Dialog solution.

A strong believer in Positive thinking and team spirit, taking leadership in any type of work and managing it effectively and efficiently by being responsible is my attitude and quality.



PROFESSIONAL EXPERIENCE

DR Food Trading (Qatar)- FMCG Sales

- Developing and implementing sales strategies to achieve targets.
- Establishing and maintaining relationships with key clients. (Al meera branches)
- Monitoring market trends and competitor activities to identify business opportunities.
- Preparing rout schedules and implement to cover the all assigned markets.

Data Select Vodafone (Qatar) – Retail Sales Advisor (2022 Sept to 2023 Aug)

- Receiving bills and managing cash.
- Selling packages (5g to mobile phones)
- complaint resolving.
- customer service.
- line disconnections/ activations
- cross selling

Dr Scent (Qatar) (2019 Dec to 2021 Apr) – (save team supervisor / Sales coordinator.)

- Guiding the save team to provide an efficient after sales services.
- Being a backup visit to emergency orders.
- Ensuring the punctuality of visit.
- Guiding the team to ensure and provide customer satisfaction.
- Finalizing the reports of save team.
- coordinating the sales team by managing schedules, filling relevant documents and communicating relevant information.
- store and solve financial and non-financial data in electronic form, and follow up reports.
- Preparing quotation, contracts and invoices.
- Following inbound and outbound e-mails.
- Finalizing the attendance, deduction and daily reports.
- Handling spreadsheets to finalize accurate reports.

LANGUAGE

English



Tamil



Arabic



Hindi



EDUCATIONAL QUALIFICATION

Successfully Completed Diploma Certificate Course of Microsoft Office

- Micro Soft Word
- Micro Soft Excel
- Micro soft power point
- Micro Soft Access
- Micro Soft Publisher

Successfully completed the foundation level of AAT.

Completed G.C.E O/L in 2009 with the results of 2A, 2B, 5C

- English & religion- A
- Business St & Tamil- B
- Mathematics, history, Literature, science & IT – C

Completed G.C.E A/L in 2012 with results of A, 2C, 2S

- IT-A
- Business Studies & Economics –C
- Accounts and English- S

Nestle Al Manhal Waters (Qatar)-Customer service officer (2015 to 2019)

- Making outbound calls to customers as per the requests (only in English)
- Following the delivery driver's complaints and Events
- Resolving the timing issues of deliveries
- Making orders for emergency deliveries under controlling the given delivery drivers (5 drivers per agent)
- contacting the customers through the Emails and WhatsApp
- creating and cancelling the customer accounts using system data base.
- finalizing the delivery target and customer surveys.
- Having a 1 Year Completed service certificate. Worked here for past 4 years
- Promoted as sales executive on 15/09/2019.

Sampath Bank - customer service associate (Sri Lanka) (2014-2015)

- Handling customer calls (English and Sinhala).
- Activating and deactivating losing cards. - completing the customer card request processes. - following the bonus approval process.

First Source)- dialog solutions as call center associate-(Sri-Lanka) (2012-2013)

- Handling Calls in 3 languages (English, Sinhala & Tamil) - Resolving the customer issues based on their requests. - updating the customer feedbacks and queries in system - Having an approved Service certificate

Samsung AC service center- as a coordinator-(Sri-Lanka) (2016-2017)

- Managing queries of customers.
- Following the AC technicians to resolving the issues of company customers.
- Finalizing the payment dues of corporate customers.

DECLARATION

I do hereby declare that the particulars given above are true and accurate to best of my Knowledge.

I also assure you sir of my honest, loyal and efficient service in the event of being selected for the post applied for. I would like to look forward for a favorable reply.

Thanking you,
Yours sincerely,

M.A.M IFHAM