

MUBARAK .U L

Doha Qatar

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Objective

To obtain a challenging job in the field of Operations & Sales that will enable me to utilize my strong organizational skills and customer service and sales background.

Core Competence

- Customer Relationship
- Account Management
- Cold Calling
- Cross Functional
- Market Analysis
- Business Development

Professional Experience

AL ABDULLA GROUP ENTERPRISES (QATAR) -

MAY 2015 – AUGUST 2017

Position: Sales & Marketing Executive

Job Responsibilities:-

All over responsibility to sale the product of 28 Black Energy Drinks and Oxygizer Mineral Water. As a marketing executive have to sale the all products in island wide and bring the new clients. Deals with customers in a pleasant, professional and efficient manner providing best in class customer service, Sales and products in compliance with the company's customer's standards and provide with report on the day to day activities of product sales to the Sales Manager.

Areas of work performed

- Making sure staffs are delivering the best customer service.
- Maintain and develop good relationship with existing and new customers.
- Motivate staff members to achieve sales target by recommending products and services.
- Resolve customers' service or billing complaints by performing activities such as refunding money, and adjusting bills.
- Making sure all the shelves are filled and faced up.
- Helping with promotional events.
- Coordinating the team roles and attendance.
- Supervised on other departments such as accounts, Trainings and Delivery.
- Facilitate the day to day organization within the home environment.
- Support new team members in working through introduction program me, ensure that they have the necessary knowledge to effectively participate on the team.
- Provide training to the team members on weekly basis on the product and service of the company.
- Organizing weekly meeting and discussions with the team members on the issues and performance related to customer services and communicate key messages on the department performance.
- Contribute to staff appraisals & supervision process.
- Maintain all areas of Health & Safety relevant to the service users, working environment & staff teams.
- Reporting to the manager.
- Motivates team members in friendly manner by creating positive ambience within the members in order to encourage to help each other's.
- Keep up to date with current promotions and new products and make customer aware great offers on range of products.
- Recommend alternative products to the customers when the right product unavailable. Motivate the team members to achieve their monthly Targets.

HESHAM TRADING & CONTRACTING, (KSA)**OCT 2012- FEB 2015**

Position: Data Entry, Office Clerical In-Charge

Job Responsibilities:

Over all responsible & Attending Calls, supervision for the department activities related on customer service in order to ensure that the team comprising staff members deals with customers in a pleasant, professional and efficient manner providing best in class customer Service.

AL JABER OPTICIANS (QATAR)**MAY 2009-DEC 2011**

Position: Contact lenses In-Charge

Educational Qualification

- Bachelor of Arts, National School
- Successfully completed GCE Ordinary Level 2006
- Successfully completed Web Designing Development at South Eastern University Sri Lanka
- Successfully Completed Certificate in English at IDM affiliated College Sri Lanka.
- Successfully Completed Government National Evaluations Final Examination 2006 (Islam Fundamentals)

Personal Information

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|---------------------------|---|-----------------|
| • DATE OF BIRTH | : | 25-05-1990 |
| • SEX | : | MALE |
| • MARITAL STATUS | : | SINGLE |
| • NATIONALITY | : | SRI LANKAN |
| • PASSPORT NUMBER | : | N7627831 |
| • RESIDENT PERMIT(QATAR) | : | YES |
| | | TRANSFERABLE |
| • VISA STATUS | : | VISA WITH N.O.C |
| • DRIVING LICENSE (QATAR) | : | YES |

Declaration

I do here by declare that the above mentioned details are true and correct according to the best of my knowledge and belief.

MUBARAK ULPlace:
DOHA