

Syed Ibrahim Ahmed

Customer Service & Sales Executive

Mobile: 0564200769

Email: ibrahimahmedsyed503@gmail.com

Location: Sharjah, UAE

UAE Driving License: Valid Light Vehicle License (No. 3)



Professional Summary

- Customer-focused and results-driven professional with over 5 years of experience in customer service and sales. Proven ability to resolve issues efficiently, build strong relationships, and exceed sales targets. Skilled in CRM tools, MS Office Suite, and delivering high-quality service in fast-paced environments.

Key Skills

- Customer Relationship Management (CRM)
- Verbal and Written Communication
- Sales and Upselling Techniques
- MS Office Suite (Excel, Word, Outlook)
- Conflict Resolution
- Order Processing & Inventory Coordination
- Problem Solving
- Time Management
- Client Retention Strategies
- Team Collaboration

Work Experience

- Customer Service cum Sales Executive
- Al Mawsim Tools Trading | Hamriyah Free Zone, Sharjah
- April 2019 - Present
- Assisted customers with product selection, inquiries, and after-sales support.
- Managed end-to-end sales processes, including invoicing and order tracking.

- Maintained client records and sales reports using CRM tools.
- Contributed to consistent monthly sales growth and repeat customer retention.

Education

- Bachelor's Degree in Commerce
- Osmania University - Hyderabad, India
- Graduated: April 4, 2022