



MUHAMMED SHAFEEK KALATHINGAL

SALES REPRESENTATIVE /

I.T Support

📍 Feroke, Calicut , India 673631

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PROFESSIONAL SUMMARY

*)Customer-oriented Relationship Officer (RO) with 4 month of experience in building relationships and growing profit channels by establishing trust. Persuasive professional with expertise in expanding network connections, introducing products and implementing pricing strategies. Loyal and tactical strategic planner bringing high-performing background to fulfil Relationship officer role.

*) Professional IT Technician with experience installing and troubleshooting computer hardware and software. Skilled at performing security audits and identifying vulnerabilities to find solutions.

CORE QUALIFICATIONS

- Customer retention abilities
- Promotional planning
- Fluent in English
- Microsoft Excel proficiency
- Product merchandising
- Marketing familiarity
- Product and service knowledge
- Market analysis

PERSONAL PROFILE

- Date of Birth : 08/08/1996

EXPERIENCE

March 2018 - March 2023

IT Support Technician Al Ansari and Partners Group Qatar | Al wakra, Qatar

- Helps to install, operate, and maintain computer networks and communication systems.
- Repairing and replacing equipment as necessary.
- Testing new technology
- Managed installation and configuration of newly developed and secure computer hardware.
- Coordinated daily backup operations on company's computers, keeping files safe, secure and backed up in case of system failure.
- Responded to customer emails, calls and live chat regarding technical malfunctions and issues to fix remotely.
- Installed and set up applications for clients, including anti-virus software and Microsoft office.
- Used remote access to navigate and link to customer computers.

March 2018 - December 2020

Cashier and Data entry RETAILMART HYPERMARKET (AAP GROUP) | Al wakra, Qatar

- **Cashier**
- Used POS machines to scan items and process transactions.
- Maximised customer satisfaction by assisting with purchase selections, locating items and promoting rewards programs.
- Worked closely with front-of-house staff to facilitate positive customer experiences.
- Packed purchased items properly to prevent damage to delicate products.
- Helped customers with specific item requests by answering questions and offering knowledgeable product advice.

Data Entry

- Update the daily purchase invoice data and make the return of damaged or expiry product to help the finance sector.
- Scanned documentation and entered into database to maintain accurate records.
- Identified errors in data entry and related issues, reporting to supervisors for resolution.
- Created and maintained spreadsheets using Excel.

August 2017 - December 2017

- Father Name : Abdul Saleem Kalathingal
- Gender : Male
- Marital Status : Single
- Nationality : India
- Religion : Islam

LANGUAGES

- Malayalam
- English
- Hindi
- Arabic
- Tamil

ADDITIONAL INFORMATION

- Valid Qatar Driving license (LFCM) expiry on 2027
- Mob: +91 9846248675

Relationship Officer (RO) Muthoot Micro Finance Ltd India | Feroke, India

- Canvassing and sourcing of New Customers to increase loan Business
- Maintain good relationships with clients to maximize the business
- Responsible for creating new client relationships as well as deepening our relationships with the existing clients by offering them other financial products.
- Built and maintained existing customer relationships, acting as a trusted advisor regarding a variety of banking activities.
- Set up new client accounts and updated Salesforce files with precision.
- Contacted existing customers and informed them of new product offerings.
- Processed and advised customers on credit applications.

EDUCATION

2016

BBA | Finance

Al Farook Education center Farook collage

2014

Higher Secondary Education (12th

Gov. Ganapath Vocational Higher Secondary School Feroke, Calicut

2012

SSLC

Gov. Ganapath Vocational Higher Secondary School Feroke, Calicut