

ABDUL AHAD

Dubai, UAE • 00971559690145 • abduhadb2104@gmail.com
Residence Visa • UAE Driving License

WORK EXPERIENCE

Team Leader, Sharaf DG
Sharjah, UAE

Feb 2025 - Present

- Led and mentored a high-performing sales team of 5-10 members, fostering a competitive yet collaborative environment that consistently achieved monthly sales targets.
- Bridged the gap between management and brand promoters by streamlining communication, ensuring product updates and sales strategies were effectively conveyed.
- Optimized inventory management by conducting weekly stock audits and implementing tracking improvements, reducing stock discrepancies by 15-20%.
- Delivered top-tier customer service, engaging with 20-30 customers daily, effectively addressing concerns, upselling relevant products, and maintaining a 90%+ customer satisfaction rate through personalized assistance.

Client Project Support, Innov8 Soft Technologies
Dubai, UAE

Feb 2024 - Dec 2024

- Onboarded 10+ clients, providing step-by-step guidance on using the HR portal for attendance tracking, improving adoption rates by 15%.
- Responded to client queries via email within an average of 6 hours, contributing to a 90% satisfaction rate through timely and effective communication.
- Identified and reported system bugs, reducing platform downtime by 15% through proactive testing and communication with the development team.
- Maintained a client retention rate of 85% by building strong relationships and addressing potential issues proactively.
- Acted as a liaison between clients and product teams, capturing feedback and contributing to 3 key feature updates that improved product functionality.

EDUCATION

Bachelor of Science (Hons) - Computer Science | CGPA 3.48

Aug 2019 - Nov 2023

Forman Christian College University (FCCU)

- Relevant Courses: Database Systems, Data Structures and Algorithms, Web Development, Software Quality Assurance, Operating Systems, Information Security, Artificial Intelligence and Machine Learning

ADDITIONAL INFORMATION

- Programming Languages:** Python, C++, HTML, CSS, Javascript
- Designing Tools:** Proficient in Figma and Canva, with working knowledge of Adobe Photoshop and Illustrator for graphic design and advanced editing.
- Microsoft Office Tools:** Proficient at using Microsoft Office Suite (Word, Excel, Powerpoint).
- Languages:** English, Urdu, Hindi