

# Mohammed Waleed Sheikh

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## **PERSONAL INFORMATION:**

Date of Birth : 12<sup>th</sup> January 1989  
Marital Status : Married  
CPR No. : 891370951  
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## **EMPLOYMENT EXPERIENCE (KUWAIT):**

### ▽ **2020 - 2023**

**Next Computer International Co. ([www.nextstore.com.kw](http://www.nextstore.com.kw))**

#### **2 Years' 6 Months Experience**

***Designation: Head of Warehouse, E-Commerce Operation Coordinator + Inventory Controller***

- Processing Purchase Orders as Required.
- Checking & Receiving all New Goods.
- Entering Purchase Invoice in the System.
- Creating/Printing Barcodes/QR Codes for items.
- Dispatching the Goods accordingly needed for Retail Shop/Showroom & Making Transfer Documents in the System.
- Maintain a Fully Stocked Store.
- Monitoring & Maintaining Inventory Levels.
- Creating RMA Document in ERP System.
- Helping/Guiding the Employees in Creating/Updating/Cancelling/Amending any Document in ERP Software.
- For Any Issue/Customization/Implementation Related to ERP Software, Contact the Team.
- Checking Online Orders and Dispatching them according to the area wise.
- Sending the List of Products Details to E-Commerce Team for Uploading them on Website.
- Updating Stock & Prices on the E-Commerce Website.
- Keep up to Date with Product Information.
- Recommend and Display Items that Match Customer Demand.
- Learn Customers' Needs and Wants.
- Take Action on Customer Problems and Complaints.
- Worked on Zebra Designer, ERP Software, Magento 2, Microsoft Excel & Word.

### ▽ **2019 - 2020**

**Kidsfantasy.com.kw by Bukhamseen Global General Trading Co.**

#### **6 Months Experience**

***Designation: Website Product Content Writer***

- Creating the Item Names, Researching the Specifications & Images then Listing them on kidsfantasy.com.kw Website.
- Updating Prices & Quantities of Items as per Supplier List on Website.
- Updating the Banners.
- Working on Different Deals / Offers.
- Generating Coupons.
- Any Issue related to Products used to Visit the Supplier.
- Worked on Magento 2, Microsoft Excel & Word.

## ▽ 2016 - 2019

### **Switch by Al Babtain Group of Companies**

#### **3 Years' 6 Months Experience**

##### ***Designation: E-Commerce Operation Coordinator***

- Creating the Item Names, Researching the Specifications then Listing them on the switch.com.kw Website.
- Updating Prices & Quantities of Items as per Product Manager List on Website.
- Updating the Products & Banners on Mobile APP.
- Working on Different Deals / Offers (Weekend Offers, Flash Deals, Online Exclusive Offers & etc.)
- Generating Coupons.
- Answering Incoming Calls from Customers to Take Orders, and Answering Inquiries & Questions.
- Processing Customer Orders.
- Managing & Resolving Customer Complaints.
- Providing Customers with Product & Service Information.
- Worked on WordPress, TradeGecko, Microsoft Outlook, Excel & Word.

### **Kanzyonline by Al Babtain Group of Companies**

##### ***Designation: Website Product Content Writer***

- Creating the Item Names, Researching the Specifications then Listing them on kanzy.com Website.
- Changing Main Banners & Side Banners.
- Worked on Different Deals according to the Occasion (Deal of the Day, EID Offers, New Year Offers, Flash Deals & etc.)
- Updating Prices & Quantities of Items as per Product Manager List on Website.
- For Any Issue related to Website, Contact IT Team.
- Worked on Magento, Microsoft Outlook, Excel & Word.

## ▽ 2014 - 2015

### **SOUQ.com**

#### **1 Year 6 Months Experience**

##### ***Designation: Website Product Content Writer***

- Creating the Item Names, Researching the Specifications & Images then Listing them on souq.com Website.
- Worked on Different Deals according to the Occasion (Deal of the Day, EID Offers, New Year Offers, Yablash, Clearance Sales & etc.)
- Updating Prices & Quantities of Items as per Supplier List on Website & Master File.
- Worked on souq.com Website (BackOffice), Microsoft Excel & Word.

## ▽ 2012 - 2014

### **X-cite by Alghanim Electronics.**

#### **2 Years' Experience**

##### ***Designation: E-Commerce Operation Coordinator***

- Printing Delivery Notes, Cash Invoices, Return Deliveries, Credit Memos & Etc.
- Dispatching the Team for Deliveries & Locking their Jobs under their Name in OTRS.
- Making the List of Delivery Notes in an Excel Sheet & Updating It after Deliveries.
- Collecting Cash from the Team after Deliveries & Depositing to Cashier in HO.
- Closing the Orders in OTRS & Magento which are Delivered & the Orders which are not Fulfill mentioning the Reason Because of why the Order is not Delivered in OTRS.
- Handling & Solving Customer Complaints, Sending Emails to the Product Team for the Replacement of the Product.

- Solving Short Cases using SAP, POS & Splitting the New Delivery Notes in OTRS.
- Doing Planning & Un-Planning Using SAP & OTRS for Deliveries related to Delivery & Installation, Engineering SRAC & Home Furnishing.
- Doing Cancellation, Creating Return Delivery or Credit Memo & Requesting to Refund Amount to Customers who Paid Online or Paid on Delivery.
- Worked on OTRS (Open Source Ticket Request System), SAP (Systems, Applications and Products in Data Processing), POS (Point of Sales), Magento, Microsoft Outlook & Excel.

### ▽ 2010 - 2012

#### **Gulf Palms General Trad. & Cont. Co. & Baraka International Company for Food Stuff.**

##### **2 Years 6 Months Experience**

###### ***Designation: Data Entry Controller***

- Data Entry, Verification & Modification.
- Generating Reports related to Purchase / Sales Total, Purchase / Sales Item, Item Movement and etc.
- Modifying Mistakes related to Item Code / Name, Quantity, Price, Total of any type of Invoice or Voucher.
- Any Kind of Difference / Mistake in Item Name / Code or Price, Contact the other Branch of the Company for Confirmation.
- Adjusting Items according to the Stock / Price.
- Controlling all types of Invoice / Vouchers Books.
- Worked on Aswaq5 / Aswaq6 / Microsoft Excel.
- During Inventory worked as Team Leader.

### ▽ 2008 - 2010

#### **E.TECH (Systems & Solutions).**

##### **2 Years' Experience**

###### ***Designation: Customer Service Representative***

- Entering Customer Complain Cases into the System.
- Giving the Customer Case to the Technician according to the Area.
- Updating the Visiting Time of the Technician to Customer Resident Area into System.
- Contact the Customer to arrange the Appointment with the Technician.
- Contact the Customer for Confirmation that they are having or not having any Problems Using the Internet Connection.
- Updating the Information after Contacting the Customer.
- Updating the Customer Case Final Remarks into System after the visit of the Technician from the Customer Resident Area.

### ▽ 2003 - 2008

#### **Mobile Communication Field.**

##### **5 Years' Experience**

###### ***Designation: Sales Assistant***

- Present, Promote and Sell Products.
- Keep up to Date with Product Information.
- Correctly Describe Product Features and Benefits.
- Maintain a Fully Stocked Store.
- Actively Involved in the Receiving of New Goods.
- Recommend and Display Items that Match Customer Demand.
- Learn Customers' Needs and Wants.
- Take Action on Customer Problems and Complaints.

## **EDUCATION:**

- **2021** **Certification in Customer Service Skills**  
*Completed from: Alison.com*
- **2019** **Certification in The Fundamentals of Digital Marketing**  
*Completed from: Google Digital Workshop*  
*Through: Google.com*
- **2016** **Certification in Content Marketer**  
*Completed from: Lynda.com*  
*Through: LinkedIn.com*
- **2016** **Certification in The Online Marketing Fundamentals**  
*Completed from: The Digital Garage.*  
*Through: Google.com*
- **2015** **Certification in Accountancy**  
*Completed from: High Studies Institute.*  
*Through: Cambridge Training College Britain.*
- **2011-2012** **Certification in Auto-Cad 2D & 3D**  
*Completed from: International Institute of Computer Science & Administration, Kuwait.*
- **2006-2007** **Bachelors in Commerce (B. Com Part-1)**  
*Completed from: International School & College of Pakistan, Kuwait.*  
*Through: Punjab College, Pakistan.*
- **2004-2006** **Intermediate in Commerce (I. Com)**  
*Completed from: International School & College of Pakistan, Kuwait.*  
*Through: Federal Board of Intermediate & Secondary Education Islamabad, Pakistan.*
- **2002-2004** **Secondary School Certificate (S.S.C)**  
*Completed from: International School & College of Pakistan, Kuwait.*  
*Through: Federal Board of Intermediate & Secondary Education Islamabad, Pakistan.*

## **LANGUAGE:**

- ✓ English – Professional Working Proficiency.
- ✓ Arabic – Limited Working Proficiency.
- ✓ Urdu – Full Professional Proficiency.