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Objective: To work in the environment that provides me an opportunity to further improve my skills, knowledge and contribute to the best of my abilities for the development of the organisation and thus make myself an asset of the company.

Education:

MBA- Master in Business Administration.

**Indian Institute of Business Management. ( I.I.B.M )**

Specialization:

Human Resource Management & Marketing.

B.B.M (Bachelor in Business Management) April- 2012.

* Diploma in E- Finance. ( D.E.F ).

Karnataka State /Christ King Collage,

Management & Commerce. March- 2009.

Specialization:

Finance & Marketing.

Relevant.

Retail Management Principles of Management.

**PROFILE SUMMARY**

* A competent professional with nearly 4 years of experience in Portfolio Administration, Data Analytics, Reporting, Client Servicing & CRM
* Exposure in creating innovative solutions, optimizing technology use, identifying & adopting emerging trends to achieve organizational objectives and profitability norms
* Experience in implementing strategies aimed at enhancing overall organizational growth, sustained profitability of operations and improved Administrative performance
* Adept in managing & leading teams for running successful process operations & experience of developing procedures, service standards for business excellence.

Professional Work Experience :

Worked as an Admin & C.R.M (Customer Relation Management) from 1st July 2012 to 31 December 2013.

Company: Emmanuel Constructions Pvt. Ltd (Builders & Developers)

Present working

Admin / Sales & Logistics Operations - YELLOW FLOWER TRADING LLC.

(Apparel distribution Industry),Dubai.

 From February 2014 ,till date.

Job Responsibilities include:

* Key applications used in daily activities are performance system, Portfolio record keeping system, Hi-Performance system, transaction lifecycle management, such as Focus , CRM Etc.
* Preparing the project wise monthly Revenue Collection Statement.
* Handling orders, shipping documents, L/C’s, invoices, Export Logistics
Desired: Production planning and warehousing
* Handling a high volume of customer enquiries whilst providing a high quality of service to each caller.
* Customer Relation Management to ensure qualitative service to customers.
* Tracking sales orders to ensure that they are scheduled and sent out on time.
* Ordering and ensuring the delivery of goods to customers.
* Supporting the field sales team.
* Keep regular interaction with customers and update on ongoing projects and upcoming projects.
* Responsible for preparing the monthly report, weekly report, target collection plan for the month and reporting the same to AGM.
* Independently develop processes to obtain leads through possible sourcing opportunities, and work closely with sales and marketing executives.
* Generating various reports (MIS Collections etc).
* Monitoring the cash inflow and receivable’s and Staggered payments.
* Preparing Statement of Accounts of each Customers..
* Preparing and sending Demand note, Notices & Remainders to customers on their outstanding dues.
* Collect enquiry from the customers and that enquiry will be handed over to sales & marketing executives.
* Exercising discretion and independent judgment with respect to customer interaction.
* Resolving any sales related issues with customers.

 Responding to sales queries via phone, e-mail and in writing.

* Handling other responsibilities assigned by the AGM & Directors of Business Development.
* Responsible for supporting the company Sales Team and ensuring that they have the tools, support and resources needed to set them apart from the competition.

**PROFESSIONAL SKILLS**

1. Administer servers, desktop computers, printers, routers, switches,, phones, personal digital assistants, smartphones, security updates etc.

2. Knowledge on ERP Tally,Focus,

3. Drafting Business Correspondence Letters /Demand Notes /Emails /Other Letters

4. Knowledge on Microsoft office tools and Internet Communication,

5. Good Verbal and written communication,

6. Self Confidence,

7. Interested to learn new concepts,

8. Ability to talk diplomatically with clients.

**AREAS OF EXPERTISE**

1. Customer service
2. Organizing staff
3. Marketing campaigns

Co Curricular Accomplishments.

Very customer service oriented, i am known for my ability to remain calm and in control during hectic and busy times. I value team work and i motivate others to follow my example of professionalism and dedicated to service.

Personal Details:

D.O.B : 21/06/1991.

Marital Status : Single.

Sex : Male.

Hobbies : Reading books, Swimming, Playing Volley Ball.

Languages Known : English, Hindi and Kannada.