**First Name of Application CV No 1648386**

Whatsapp Mobile: +971504753686



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**CAREER OBJECTIVE**

To secure a challenging Job and effectively contribute my skills for the development of the company and in turn couple my management skills, personal skills, interests & qualifications.

**EDUCATION**

* **MBA** , **KVM COLLEGE OF ENGINEERING & IT (COCHIN UNIVERSITY) 2009-2011**

**Specialization in Marketing Management and Human Resource**

* **BBM, AMRITA MAHAVIDYALAYA (MYSORE UNIVERSITY) 2004-2007**

**Specialization in Marketing Management**

**PROFESSIONAL EXPERIENCE**

1. **Worked as an Operation/Trade Executive at Simatech Shipping and forwarding LLC, Dubai.**

**(2015 JULY 26 to 2016 MARCH 31)**

**JOB DESCRIPTION**

* Circulating daily schedules.
* Updating TDR & SLOT MSG.
* Preparation of voyage costing & bunker report after completion of voyage.
* Coordination with commercial team for Bunker request on hire/ off hire- prior requirement.
* Regular coordination with DPW for day-to-day activities related to respective vessels.
* Regular coordination with agents & in-house teams on day-to-day activities related to respective vessels/services.
* Verifying and approving vessel related invoices.
* Providing IMCO Approval/ OOG approval etc.
* Monitoring agents for timely updates of the system on TDR within the deadline.
* Co-ordination with account team for slot variance/invoicing related issues.
* Claims co-ordination with commercial team / CSR.
1. **Worked as Sales / Operation Executive at MBK Logistics Pvt Ltd, Cochin.**

**(2014 OCT 1 to 2015 JULY 20)**

**JOB DESCRIPTION**

* Slot marketing, outside sales call.
* Daily booking updates to Principals.
* Sending schedules to customers.
* Handling all customer queries.
* Filing ER, CVIA, VCN and Pilot Booking.
* Boarding, Immigration, Port clearance and Bunkering permission.
* Feeder Tech updating, TDR and slot mgs updating within deadline.
* Preparation of Export Advance List and Import Advance List to Terminal.
* Arrival and Departure Notice to Customer
1. **Worked as Customer Service/Docs Executive at Caravel Logistics Pvt LTD, Cochin.**

**(2014 JAN 1 to 2014 AUG 30)**

**JOB DESCRIPTION**

* Booking confirmations from customers.
* Releasing the D.O to the customer in FIFO basis.
* Coordinating with all departments for smooth functioning.
* BL drafting and updating and releasing BL.
* Issuance of draft BL Copy and Invoice to shipper.
* Attending all customer queries.
* Sending schedule details to customers.
1. **Worked as a Marketing Executive at Rashidiya Private Poly Clinic, Bur Dubai, Dubai.**

**(2012 DEC 11 to 2013 JULY 31)**

**JOB DESCRIPTION**

* Dealing with the Marketing activities and conducting events and camps
* Online marketing activities SMS blast, face book , Print media
* Organizing Checkup camps like free diabetic camps, medical checkup camps
* Maintaining relation with insurance parties as well as patients
* Organizing radio talks for doctors, marketing of the services
* Motivating front office executives to deal well with patients and directing them to concerned doctors.
* Assisting management in all levels and sorting of insurance
* E claiming of insurance, **dealing with various medical insurance, taking pre approvals for consultation**
* **Updating and billing insurance for the purpose of claiming.**
1. **Worked as Customer Relation Manager at East Venice Motors, Alappuzha ,Kerala,India (Hero Motor Crop) ( 2011 JUNE 9 to 2012 DEC 7/ 1 Year and 8 months)**

**JOB DESCRIPTION**

* Customer Relation Manager for Sales and Service
* Ensured all customers received prompt attention and personal recognition.
* Handling customer service complaints.
* Respond to customer needs and resolved any issues that arose.
* Providing good service for customers as well as after service guarantee
* Motivatingexecutives to get the feedback from customers
* Generating more sales with the help of customer’s contact.
* Conducting events like free checkup camps for vehicles.
* Conducting all Promotional activities to generate sales.
1. **Worked as Sales coordinator at INDIRA FOODS, Alappuzha,Kerala, India**

**(2007 MAY to 2009 MAY /2 YEAR)**

**JOB DESCRIPTION**

* Keeping in contacts with existing customers in person and by phone
* Making appointments with and meeting new customers
* Meeting sales targets with the help of sales executives
* Promoting new products and giving idea about it.
* Passing information to customers about delivery schedules
* Recording orders and sending details to the owner
* Checking the availability of products and delivering on time

**AREAS OF EXPERTISE**

* Business & Marketing Management
* Insurance and e claiming
* Sales & Business Development
* Customer relationship management
* Operations & Productivity Improvement
* Event Management and Promotion
* Customer service and Maximizing profit
* Problem solving and Analytics

**TECHNICAL QUALIFICATION**

* **Office Package**: Microsoft Word, Microsoft Excel, Microsoft Access and Microsoft Power Point. **Programming Languages**:C
* **Knowledge** of Tally and Photoshop, Computer Hardware and Networking.

**STRENGTHS**

* Good Interpersonal & Communication Skill
* Patience & Confidence
* Ability & Willingness to Learn
* Team Building & Leadership skill
* Administrative skill
* Motivational & analytical

**ACHIEVEMENTS**

* Effective marketing activities increased the average number of patients
* Increased the monthly revenue of the business
* Expanded the services of clinic and that resulted in new appointment of staff
* An active member of a project, to start new medical centre at Abu Dhabi
* Finding suitable place to start new family clinics and pharmacy
* Online Marketing survey to know about the suitable place to start the clinics
* Finding new companies and Dealing them and providing the medical benefits for staff
* Understanding current and potential customers and developing marketing strategy
* Researching and reporting of external opportunities
* Organized checkup and health awareness camps for patients
* Organized events for promotional activities as well as Service camps of Bikes.
* Organized customer get together and loan Mela’s to maintain relationships
* Product awareness camp helps to get more customers and organized exchange camps
* Made an Organizational Study at KERALA BALERS PVT LTD, Alappuzha in March, 2010.
* Attended a short term Mgt Training Program at D Y Pattil University, Mumbai, Oct 2010.
* Attended an industry visit at Anna Aluminum and Kitex Garments.
* “An Organization study at Kerala Balers, Alappuzha”.
* A Study on the Customer Satisfaction of Milma Refresh Mango Drink**”** in Alpy at MILMA,
* “A Market survey to know about the market scope of logo mats at DC MILLS PVT LTD, Alappuzha
* Attended the management fest PRAJWAL at Cochin Airport Academy in Sept 2010.

**PERSONAL INFORMATION**

* **Date of Birth :** 20-03-1987
* **Gender :** Male
* **Nationality :** Indian
* **Domicile of :** Kerala
* **Marital Status :** Single

**LINGUISTIC PROFICIENCY**

* ENGLISH
* HINDI
* MALAYALAM
* TAMIL
* KANNADA