**KailasSankar**

## 

**SALES & CUSTOMER SERVICE**

***Indoor and Outdoor Sales – Customer Service – HR Operations - Administration***

An outgoing and result oriented Sales Executive with hands on experience in managing sales and administration activities. Excellent communication and interpersonal skills with a well-earned reputation for improving rapport with key clients. Skilled in training and development of the team while enhancing business development activities and achieving company goals by meeting and exceeding targets.

#### CORE COMPETENCIES

* Effective collaboration with team and higher management to facilitate team and business development.
* Assessed team performance and provided effective training to new team members, improved performance through counseling and corrective measures.
* Maximized efficiency of the business operations by delegating roles and responsibilities to the team members.
* Monitored staff behavior and safety concerns while performing everyday administrative activities.
* Motivated the sales team to meet and exceed the sales targets and ensured the team performance at optimum level.

#### CORE COMPETENCIES

* Leadership
* Team Motivation
* Sales Development
* Time Management
* Conflict Resolution
* Administration
* Employee Performance
* Change Management

#### PROFESSIONAL EXPERIENCE

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| **Sales Executive Apr 2013 – Present** |
| **DUBAI , UAE** |

#### *The trading company based in Dubai dealing mainly with perfumes & cosmetics. The company is a division operating under the main branch that deals with the source /trade of Hardware& Plastic containers, Branded Kitchen appliances, Copper / Steel / Aluminium Utensils - Own / Private Labels, Branded Glass Wares, Petro Chemicals, Scrap, Bitumen and paint.*

#### Responsibilities:

* Approach Potential Customers specifically construction companies with an objective to win new business opportunities and maintain a good relationship.
* Identify the customer requirements and provide solution.
* Maintain and develop the relationship with the procurement department of construction companies through frequent visits, calls and follow ups.
* Provide customers with competitive quotations, negotiate and close the sale
* Gathering, Market, Competitors and Customer information.
* Attending customer complaints and providing the solution.
* Regularly liaised with our suppliers to ensure the progress of existing orders.

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| **Team Leader – Sales & Customer Service Sep 2009 – Feb 2013** |
| Maanusa Consulting & Technologies Pvt Ltd Kerala, India |

#### *Maanusa is a major credit card processing company based in the US, providing credit card terminal marketing services to numerous merchants.*

#### Responsibilities:

* Interacting with Merchants Based in the US via calls and email to ensure ongoing business.
* Monitored process performance metrics, productivity and quality and updated the management on team performance and individual assessment.
* Managed the sales of credit card terminal marketing services to merchants in the United States.
* Successfully met and exceeded set sales targets by communicating with international US clients.
* Played a key role in creating new business opportunities for the company on a monthly basis.

#### STRENGTHS

* Multi-tasking
* Attention to Detail
* Stress Tolerance
* Dependability
* Adaptability
* Creativity

#### EDUCATION

**Bachelor of Computer Applications** – Software Engineering

Mahatma Gandhi University, India

#### IT SKILLS

Operating Systems: Windows XP, Vista, 7

MS Office: Word, Excel, PowerPoint, Outlook

Programming languages: C (Intermediate) C++ (Intermediate)

Web Building Language: HTML (Intermediate) ASP.NET (Intermediate)

#### PERSONAL VITAE

**Date of Birth :** 7th Aug 1987

**Nationality :** Indian

**Marital Status :** Single

**Languages :** English, Malayalam and Hindi

**Job Seeker First Name / CV No: 1798902**

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