**Curriculum vitae**

**SAM**

**SAM.362004@2freemail.com**

**OBJECTIVE**

To serve the organization better with integrity ,honesty and confidence and to make use of the opportunities and facilities for the development of organizational and individual goals, and ensure better performance with my technical and managerial skills.

**WORK EXPERIENCE**

**Worked as Sales Executive in Gargash Motors (ALFA ROMEO, BAIC & GAC MOTORS), Dubai. Duration from November 11th 2014 to November 3rd 2016.**

**Responsibilities:**

* Achieving sales target set by company by prospecting, qualifying and presenting to potential customers
* Sales of new & pre-owned cars as well as to generate sales from individual and company deals.
* Retaining customers and key accounts which generates repeated business and referral potential leads.
* Ensure proper follow up of all potential buyers by developing, implementing, and monitoring a prospecting and sales control system.
* Monitor customers, likes and dislikes, lost sales, and Dealership sales history and conduct local market analysis.
* Establish delivery procedures and ensure that delivery includes an introduction to the service department.
	+ 1 ~

**Worked as Sales Consultant at Al – Futtaim Motors LEXUS in Dubai**.

**Duration from April 2013 – March 2014. Responsibilities:**

* Identifying primary thrust areas of business through market/consumer surveys and analysis to optimize sales and customer services.
* Assisting with the designing of corporate strategy to optimize sales, exceed targets and foster customer service.
* Examining sales processes, understanding business challenges, making recommendations and tailor made strategies to achieve market leadership.
* Establishing and maintaining rapport with clients, keeping them abreast and well informed about operating features, warranties and documentation formalities of cars.
* Planning the existing business forward by identifying new, profitable opportunities and converting them into commercial contracts.
* Delivering exceptional customer service by proactively building customer relations through soliciting feedback, addressing/resolving customer complaints in a timely manner.
* Generating revenues by bunding the accessories with the car sales and maximizing profit margins by identifying high potential sales opportunities and prioritizing them.
* Providing superior client service and ensuring complete customer satisfaction by ascertaining all delivery deadlines and commitments to customers are met.
* Assisting in implementing marketing, lead generation and aftermarket services programs within assigned region for driving changes that result in profitable base business growth.

**Worked as Operations Executive in International Air Services, Dubai. Duration from August 15 2009 to Jan 18 2013.**

**Responsibilities:**

* Flight handling, loading and cargo operations of Kalitta Air L.L.C, United Airlines Cargo, Avient Ltd., DHL Aviation, Kingfisher Airlines.
* Cargo Logistics and co-ordination of warehouse. Airport and ramp operations. Airway bill execution and cargo inventory maintenance.
* Handling of cargo and warehouse activities at Sharjah International airport and also coordinating activities at Dubai and other airports like cargo movements monitoring, operations supervision and handling of charter flights.
* Assistance in office and logistic documentation on a day-to-day basis.
	+ 2 ~

**Worked as Sales Executive at Trading Enterprises HONDA (Al-Futtaim Group) in Dubai**. **Duration from April 2008 – February 2009.**

**Responsibilities:**

* Plan and execute comprehensive sales, achieve cash & finance targets and build strong customer relationship.
* Acquire new customers, surpass difficult situations, improve market positions and bring good results.
* Develop Sales and customer service strategies to achieve repeat and referral business.
* Co ordination with Logistic and Warehousing for timely delivery of vehicles, Handle & offer solutions for sales & service issues; negotiate and structure the pricing with customers; up selling the deal in terms of finance, insurance and accessories.
* Assist marketing in development strategies, trade exhibitions and organizational events for promoting the sales.
* Sales and Customer database and day-to-day activities on Fast Track platform.

**Worked as Sales Executive at NIPPON TOYOTA in Kochi, Kerala, India. Duration August 2006-October 2007.**

**Responsibilities:**

* Manage sales, negotiate, execute and achieve set targets.
* Develop contact, maintain customer satisfaction and achieve repeat and referral business.
* Participate and assist promotion displays, exhibitions, conduct presentation and demonstration
* Maintain a high level of customer satisfaction, negotiate and execute sales.
* Develop contact in the market with the help of networking and business development.
	+ 3 ~

**EDUCATION**

* **System Analysis Program and Fast Track** Automotive Software fromTrading Enterprises, Dubai in 2008.
* **Basic Software Programming** Word, Excel, Powerpoint from AptechInstitute from Chengannur Kerala in 2003.
* **Master of Business Administration** –Marketing & Human ResourceManagement from Mar Athanasius College for Advanced Studies, Thiruvalla in February 2007 (MG University, Kottayam.)
* **Bachelor of Commerce** from St. Thomas College Kozhencherry in May2003 (MG University, Kottayam).

**ADDITIONAL PROFESSIONAL SKILLS**

 Demonstrated ability to adapt to ever changing technology and

methodologies.

* Excellent interpersonal skills, confident and poised in interactions with individuals at all levels readily developing with clients and colleagues.
* Dedicated individual; achieving a reputation for consistently going beyond what is required
* Adopt creative approach to problem solving through excellent analytical skills

**VOLUNTEER EXPERIENCE**

* Worked as a Team Leader in marketing campaign with Invis Multimedia, Trivandrum.
* Worked as chief promoting officer of Advertising and Promotion committee in XAMI (All India management meet)
* Conducted mini projects such as Socially Useful Productive Activity (SUPA), Provision of Urban Amenities in Rural Areas (PURA) for the Government of Kerala.
* Conducted Organization Study in Medical Trust Hospital, Kochi, Kerala.

**PROJECT UNDERTAKEN**

* Market **Study of Lubricant Sales through Indian Oil** Retail Outlets in Kottayam District, Kerala.
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| **PERSONAL PROFILE** |  |  |
| Date of Birth | : | 25th March 1982 |
| Languages Known | : | English, Hindi and Malayalam |
| Nationality | : | Indian |
| Visa Status | : | Visiting Visa |
| Driving License No: (U.A.E) | : | Light Motor Vehicle & Motorcycle |
| Driving License No: (Indian) | : | Light Motor Vehicle & Motorcycle |

**DECLARATION**

I hereby declare that the information furnished above is true to the best of my knowledge

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