SHINOJ 

Ras Al khaimah

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**CAREER OBJECTIVES**

* To gain the position of store operations in charge wherein my customer service skills and people management skills will make a notable contribution towards the growth of the organization and personal growth.

**PROFESSIONAL STRENGTHS**

* Excellent communication and interpersonal skills
* Excellent time management and organizational skills
* Persuasive, emphatic with good problem solving skills
* Good knowledge of Microsoft Outlook, excel and Internet Explorer
* Ability to deal with external and internal customer support in a professional manner
* Quick learner, detail oriented and ability to adapt to new processes in limited time frame
* Multi-tasking skills and ability to work under pressure

**EDUCATIONAL QUALIFICATIONS**

* VHSC (Completed)
* B-COM (Pursuing)

**PROFESSIONAL EXPERIENCE**

**Organization:** Ethos Entertainment,  
Duration: APRIL 2013 till DECEMBER 2017  
Designation: Area Sales Manager

* Establishes dealer networks, creates and manages alliance with sales channels
* Appointing new dealers for increasing sales
* Ensures that all the request, queries and complaint of customer are responded in a timely and professional manner
* Develops as well as maintains the relationship with external parties
* Responsible for proper scrutiny and recording of the complaints/ suggestions received from customers
* Conducts research and complies answers for informational request from external customers.

**Organization:** Music World Retail Ltd,  
Duration: MARCH 2009 to MARCH 2013  
Designation: Supervisor and store in charge

* Serves as a basic point of contact for customers with requests, complaints, queries, feedbacks etc.
* Prepares daily reports on the daily activities of Customer Care team.
* Ensures that all the request, queries and complaint of customer are responded in a timely and professional manner.
* Develops as well as maintains the relationship with external parties.
* Responsible for proper scrutiny and recording of the complaints/ suggestions received from customers.
* Conducts research and complies answers for informational request from external customers.
* Daily briefing to front end sales staffs. Distributes the targets and ensures the achievement.
* Cash deposit, store housekeeping, inventory control procedures, recruitments, training, and welfare activities.

**Organization: WORLDSPACE, Cochin**  
Duration: JANUARY 2005 to FEBRUARY 2009  
Designation: Sales Executive

* Responsible for sales and service of satellite radios. Also enthusiastically present them the range of radio channels at the World Space.
* Coordinates with Technical support team and Departments in handling issues.
* Provides customer support and handles the queries of clients.
* Make soft calls and fix appointments in coordination of sales and marketing team for prospective customer.
* Follow-up and track on customer enquiries.
* Maintains record of all enquiries & related details in Computer Systems.
* Provides all Back-office support tasks like sending and receiving mails.

**AREAS OF INTEREST**

* To exceed the expectations of the organization and achieve customer satisfaction.
* To contribute my customer service skills in solving complex customer problems.
* People management.
* Store marketing.
* Visual merchandising.

**PERSONAL DETAILS**

* Age & DOB : 31, 23-04-1986
* Marital Status : Unmarried
* Gender : Male
* Languages Known : Malayalam, Hindi and English
* Nationality : Indian

**DECLARATION**

I am keen to continue my career and prepared to work hard in order to achieve my organisation objectives and I hereby declare that the information furnished above is true to the best of my knowledge.

Place: Ras Al khaimah

Date: 28th Feb 2018

(SHINOJ)