**Stany**



**Mob: C/o 0505891826**

**Email:** **stany.379132@2freemail.com**

**Dubai, UAE**

**Personal statement**

*I am highly confident that my in-depth academic knowledge and professional experience would be great value to your company. It would be a great opportunity that I utilize the skills and talents acquired in the most effective manner to achieve results beyond expectations.*

**Career history**

**Rakyan Beverages Pvt. Ltd.(RAW Pressery) Acting Manager since 23rd Sep 2016 till 13th Jan 2018. (India)**

 ****

***Key Roles and responsibilities***

* *Finding new Stores and outlets for Raw Pressery Juices in Kerala.*
* *Taking Purchase orders from all the outlets and co ordinate with Logistics team for on time delivery.*
* *Hiring and providing Training for Merchandisers and PSR’s (Pre Sales Representative) about the Juices.*
* *Evaluating PSR's and Merchandisers performance and creating customised action plan for each of them.*
* *Sending Attendance report of Merchandisers and PSR’s (Pre Sales Representative) to HR team.*
* *Positioning new product line/brand/SKU in the assigned sales zone/markets by direct interaction with Key retailers.*
* *Ensure timely clearance of outstanding payments from Retailers & Distributors.*
* *Resolving retailer complaints with company or distributors.*
* *Managing Customer complaints and providing Excellent Customer Support.*
* *Discussing service feedback with respective distributors as obtained from outlets.*
* *Monitoring product movement at distributors by taking updates from PSRs and Merchandisers of stock and credit limits.*
* *Defining tasks for day (Target, Focus / NPD article, Scheme Comm. Etc.) for each Pre Sales Executive (PSR) and Merchandisers.*
* *Conducting Retailer visits to observe product visibility, NPD/focus articles availability and merchandising utilization.*
* *Based on market visit highlighting gaps in market and developing an action plan with PSR’s (Pre Sales Representative).*
* *Compiling market working reports and sharing with Regional Sales Manager and Sales Director.*
* *Preparing MIS reports for target vs actual sales and other objectives.*
* *Timely review of monthly/quarterly performance with RSMs, PSRs, Merchandisers and distributors.*
* *Providing sales forecast support to Regional Sales Manager.*
* *Focus on implementation of company’s strategic objectives for assigned sales area.*
* *Checking the expiry dates and clearing the expired Juices from the outlets.*
* *Issuing Credit Notes and getting Debit notes.*

**NGA Human Resources Info Park Kakanad since 12th Feb 2014 till 16th Nov 2015 (India)**

 ****

***Key roles and responsibilities***

* *Independent Sr. Advisor to employees on queries related to HR, Benefits, Payroll and Learning.*
* *Gathering employee’s information from SAP applications like People Soft, HR Connect, Success factors, Benefit focus, Employee Central maintaining confidentiality.*
* *Creating investigation cases and assigning it to the respective teams according to employee’s requests.*
* *Working on the request placed by the employees and getting the issues resolved within the respective timeline.*
* *Providing Excellent Customer Service to the employees.*
* *Giving Process Training for new joiners within the Team.*
* *Managing the Team in the absence of Managers.*
* *Creating various reports when requested by the Managers.*

**UST Global Info Park since Oct 22nd 2012 till Dec 23rd 2013(India)**

 ****

***Key roles and responsibilities***

* *Working as Process Associate.*
* *Providing Customer support and Technical support.*
* *Taking Inbound Calls and making Outbound calls to the Retailer stores in United States of America and fixing their Computers and Printers remotely.*

**RAK Bank Bancassurance since Jan 2009 till July 2011 as Telesales Executive Then Promoted as Relationship Officer (UAE)**

 ****

***Key roles and responsibilities***

* *Providing Phone Banking for RAK Bank Credit Card Customers.*
* *Answering calls in a prompt courteous manner.*
* *Retaining Customers through phone.*
* *Verifying and attesting Customer documents.*
* *Preparing KYC of the Customers for their account opening.*
* *Opening Zero Balance Accounts for the Customers.*
* *Making customers to fund these Accounts.*
* *Developed qualified leads for the client.*
* *Selling Insurance Policies.*
* *Captured customers and corporations information accurately.*
* *Escalation and follow-up of cases requiring further action.*
* *Retaining Customers through phone.*
* *Adhere to latest training (Anti Money Laundering) and support standards and procedures.*
* *Doing Cross Sells*

**Sutherland Global Service from 2007 Jul to 2008 Dec as Call Center Operations Desk Officer (CCOD) India**

 ****

***Key roles and responsibilities***

* *Work with the support team to ensure service level requirements are exceeded.*
* *Managing breaks for the Agents.*
* *Managing Logistics for the Agents.*
* *Other duties included scheduling, data cleansing, event management, and data profiling.*

**Skills and achievements**

* *Computer Knowledge- Microsoft Office, Internet, word, excel, outlook.*
* *Excellent Customer Service skills.*
* *Excellent interpersonal and Communication skills.*
* *Enjoy rapport building and Customer interaction.*
* *Target driven and self-motivated.*
* *Strong persuasive skills.*
* *Able to work in a highly dynamic environment and able to multi-task.*
* *Great Cross Selling skills.*
* *Experience in Citrix, Avaya, CMS, Link.*
* *Experience in* ***SAP*** *(People Soft, HR Connect, Success factors, Benefit focus, Employee Central, Outlook).*
* *Won the NGA Hero Award for Adhering to the NGA Company Policies.*

**Academic Qualifications**

***MBA Human Resources – Bharathiar Institute, India***

***Bachelor of Science – St. Alberts College, Cochin, India.***

***Diploma in Aviation, Hospitality and Travel Management from Frankfinn Institute of Airhostess Training.***

***IT Fundamentals and RDBMS, OOPS Using C++ from NIIT.***

***Level 5 BTEC i Higher National Certificate Aviation Hospitality and Travel Management from Frankfinn Institute of Air hostess Training.***

**Personal details summary**

*Profile: Male*

*Nationality: Indian*

*Languages Known: English, Hindi, Malayalam & Tamil.*

*Driving License:* ***UAE and India (Valid)***

*DOB: 11/04/1983*

*Marital Status: Married*

*Professional Interests: Human Resources, FMCG, Banking, Customer Service, Sales & Marketing.*

***Reference***

*Shall be provided upon request.*

**Declaration**

*I hereby declare that the above information furnished by me is true and correct to my Knowledge.*

*Place: Dubai Stany*