**ABHISHEK**

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**CAREER OBJECTIVES**

I have a strong three-year track record of order management and sales planning for automobiles in Dubai. I am a postgraduate in management from India and with an exposure to European and Middle Eastern market. I am planning to develop my career in the UAE

**EDUCATION**

**Post Graduate Diploma in Management (PGDM)** 2014 Fortune Institute of International Business

Modules: Sales and Marketing, Operations Management,

International Business and Business Finance

**Bachelor’s in Business Administration (Business Economics)** 2012

Birla Institute of Technology

Modules: Business Economics, Marketing and Operations, Business Accountancy

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**PROFESSIONAL EXPERIENCES**

**INSTACAR RENTAL LLC • DUBAI** (Aug 2015 - Present)

Operations Assistant

Reporting - Chief Operating Officer

Joined as an operations assistant for the newly established company in Dubai and moved to the key operations assistant and sales planner in three years.

Key Sales Roles:

* Research on competitive sales plans offered in the market
* Develop attractive sales offers for customers
* Responsible for customer inquiries and profile management
* Regular research and update on offer schemes of sales
* Brought up the sales to almost 80% since the establishment of the office
* Documents sales and prepare reports for the COO

Key Operations Roles:

* Responsible for preparing regular reports on inventory procurement, its usage and the condition
* Liaison with local automobile dealers and drivers for improved order management
* Coordinate internal communications with finance and marketing department as a best practice for maintain a better information flow
* Maintain records for intake of inventory (150 cars), daily record of rentals (average 20 cars) and repairs
* Assist the COO with managerial decisions with regular reports, meetings and presentations.

**THE ROYAL BANK OF SCOTLAND • NEW DELHI** (Nov 2014 - Aug 2015)

Process Associate at Investigations within European Investigations for financial transactions

Reporting -Area Manager

As a process associate, my role was to ensure secure and hassle free B2B payments in the European Region. This included monitoring payment, customer services, reporting and documentation and communications with local banks.

Key roles:

* Online monitoring of payments
* Telephonically supporting payment queries and follow-up with customers
* Follow up with other departments and local bank branches in Europe to ensure secure transactions
* Recorded customer complaints and forwarded to remedial departments
* Prepared regular reports including spreadsheets and documents for transactions, customer complaints and comments for improvement

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**PROJECTS AT FORTUNE INSTITUTE OF INTERNATIONAL BUSINESS**

**Departmental visit at DHL Express India Pvt Ltd**

* Observed the activities of Quality Control Centre Delhi airport office, DHL
* Submitted analysis report on Quality assurance and supply chain management to faculty supervisor

**Research on DSV Global Transport and Logistics**

* Visited DSV Delhi and observed its supply chain strategies
* Submitted an evaluation report on improving quality to supply chain processes based on the analysis.

**Report on ‘Marketing and Sales advantages of ERP’**

* Worked as a sales assistance at MPB BIS Pvt. Ltd. to sell ERP. During the internship, I documented my observations on the utility of Enterprise Resource Planning (ERP) and submitted a report on the effectiveness of the software tool in business management to my university.

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**KEY SKILLS**

* Operations Management
* Sales Planning
* Communications Skills
* Analytical Skills
* Discipline
* Teamwork and Multitasking
* MIS and CRM

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Reference available on request