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| **MALLETT****Mallet.45675@2freemail.com** | **mallet rodrigues** |

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| Gulf experienced professional who is seeking out for suitable opening within any organization as a Customer Service & Sales Coordinator. Possess capability of dealing with multicultural clientele, providing excellent customer service and coordinating sales activities. Demonstrated skills in managing business as witnessed from previous experience. A dedicated and motivated team player with good communication, interpersonal, problem solving, presentation, client convincing, coordination and customer service skills. |

**STRENGTHS**

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| * Sales Coordination Skills
 | * Key Customer Accounts Handling
 | * Business Development
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| * Building Sales Strategies
 | * Product Launch-Brand Awareness
 | * Customer Service Skills
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| * Effective Negotiation Skills
 | * Deal with Multicultural Clients
 | * Client-Vendor Relationship
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**EXPERIENCE SNAPSHOT**

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| **Sales Executive**Leading Company LLC Dubai – United Arab EmiratesFreight Forwarding company dealing into air and sea shipments | **2008-Present** |
| **Sales and Customer Service Executive 2006-2008**Enkay Express, Dubai, United Arab EmiratesFreight Forwarding company dealing into air and sea shipments. |
| **Customer Service Executive**  | **2003-2006** |
| Moonlight Shipping Services Pvt. Ltd, Mumbai, IndiaShipping Agents & Chartering Brokers. |
| **Sales & Service Coordinator** | **2001-2002** |
| Consult Safety Services, Dubai, United Arab EmiratesDealing in Maintenance of overhead cranes, Carrying out erections, installations, breakdown repairs, proof load testing and certification and supplying of all type of over head crane spares. |
| **Sales & Service Coordinator** | **1997-2000** |
| KCI Konecranes Emirates, Dubai, United Arab EmiratesFranchise of kone overhead cranes Finland dealing in sales service and supplying of spares in Gulf & M.E. |
| **Customer Service Executive** | **1994-1997** |
| Container Marine Agencies Pvt. Ltd, Mumbai, IndiaFranchise of French shipping company in Mumbai dealing in import & export of containers by liner vessels. |

**AREAS OF EXPERTISE**

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| **Customer Service*** Process customer transactions and respond to product & service inquiries in a responsive, accurate and timely manner. Provide quality customer service at an excellent level.
* Build awareness among customers with special emphasis on flexibility, ease of operations, safety and security on the company diversified range of products to meet client needs.
* Develop and participate in customer retention program by making customer retention calls regularly, both in person and/or by telephone contact.
* Ensure that customer problems and complaints are handled professionally, effectively, maintained at a minimum level and resolved up to the highest level of customer satisfaction.
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| **Sales Functions*** Build the company’s product presence in markets by analyzing opportunities and developing goals.
* Maintain excellent client relationship, follow up regularly on accounts, provide feedback to principal on product performance and help clients get maximum benefit from range.
* Develop contacts in the market with the help of networking and business development.
* Manage product promotion, conduct presentation-product demonstration and participate in trade exhibitions, offers and product launch.
* Retain existing customers and aim for new opportunities of business growth.
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**PROVEN JOB ROLE**

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| **Sales / Logistics Coordination*** Coordinating shipments going to customers in coordination with the Sales Department for the shipment information. Assure that shipments meet customer’s requirements.
* Handling logistics operations related to local export-import coordination, cross trade shipments, import clearance, land shipments and consols.
* Liaising and negotiating freight rates with all the shipping lines, airlines and sea shipments.
* Arranging custom clearance and door delivery shipment for overseas shippers.
* Coordinating with freight forwarders, transporters and clearing agents for smooth clearance of the goods. Preparing documentation for the import and export of goods.
* Manage the company’s imports and exports of goods by air, sea and land.
* Providing assistance to customer on the mode of shipment either by air, sea and land and informing them of the delivery status of the goods.
* Preparing advance list of containers scheduled for export loading and ensure timely submission of the same to vessel agents.
* Reviewing documentation of Bill of Lading & finalizing the same with between vessel agents & shipper.
* Preparing hazardous manifest and getting approval for the same for loading hazardous containers.
* Performing telemarketing of companies’ services, attending to queries and converting them into clients.
* Monitor operations in port for LCL bookings, cargo carting, surveyor reports etc.
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| **Sales / Service Coordinator** * Handled maintenance contracts of electric over head traveling cranes.
* Communicated clearly with engineers to arrange service request for necessary breakdown repairs.
* Provided technical support service to customers while engaged in company which franchised kone overhead cranes from Finland and supplied spare in Gulf and Middle East.
* Dealt with maintenance of overhead cranes which also includes carrying out erections, installations, breakdown repairs and proof load testing and supplying several types of over head crane spares.
* Coordinated with testing engineers to certify the cranes and carried out proof of load testing.
* Arranged necessary spares, cables, and electrical parts from overseas manufacturers for all electric overhead cranes.
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**EDUCATION**

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| **Master of Commerce** | **1992** |
| **Bachelor of Commerce** | **1990** |
| Mumbai University, India |  |

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**PERSONAL DETAILS**

Nationality : Indian

Date of Birth : 17th may 1970

Marital Status : Married

Visa Status : Visit Visa

Languages : English & Hindi

IT Skills : MS Office (Word, Excel), Internet & E-mail Applications

Driving License : Holding UAE Driving License

Reference : Available upon request