



EDUCATION

- **Bachelor of Business Administration**
GWASC, Affiliated to Kannur
University - (2008-2011)
- **Higher Secondary**
CJHSS, Kerala Govt. - (March-2008)
- **Secondary**
CJHSS, Kerala Govt. - (March -2006)

SKILLS

- Operations Management
- Logistics and Delivery Coordination (GCC <- -> India)
- Sales Support
- Customer Service Excellence
- Cash Handling
- Inventory Management
- Store Operations
- Last-Mile Delivery Management (Dubai, GCC)
- Team Collaboration
- Problem-Solving
- Service Promotion
- Adaptability and Reliability
- Initiative and Proactiveness
- Time Management
- Customer Relationship Building

LANGUAGES

- English
- Malayalam
- Hindi

PROFESSIONAL SUMMARY

Experienced professional with a solid background in operations, logistics, sales, and customer service across the GCC region (UAE, Qatar) and India. Skilled in cash handling, store operations, and managing local and international deliveries, including last-mile services. Proven expertise in service acrophobia logistics from India to GCC and vice versa. Customer-focused, efficient, and proactive with a strong team-oriented approach.

WORK EXPERIENCE

OPERATION EXECUTIVE

(JUL 2021 - JAN 2025)

DESIRE LOGISTICS EXPORTERS & IMPORTERS, KOCHI, KERALA, INDIA

- Managed end-to-end delivery operations, ensuring timely and accurate package distribution.
- Handled customer queries with professionalism, ensuring high satisfaction.
- Maintained shipment records, manifests, and delivery confirmations.
- Used GPS tools to optimize delivery routes and reduce delays.
- Supervised cargo handling, ensuring safety and accuracy in deliveries.

SALES ASSISTANT / CASHIER

(FEB 2019 - APR 2021)

ENOC - ZOOM CONVENIENCE STORE, DUBAI, UAE

- Handled daily sales, billing, and POS operations efficiently.
- Maintained accurate cash transactions and end-of-day reports.
- Assisted customers with purchases, product info, and store navigation.
- Supported inventory control, shelf stocking, and product displays.
- Ensured a clean, organized, and customer-friendly environment.

SERVICE PROMOTION EXECUTIVE

(SEP 2014 - OCT 2018)

MARUTI SUZUKI - POPULAR VEHICLES, KERALA, INDIA

- Promoted service packages including repairs, denting, and painting.
- Maintained customer records and handled billing via DMS software.
- Collected and analyzed feedback to enhance service quality.
- Supported financial transactions and service documentation.
- Contributed to meeting monthly team targets and service goals.

SHOWROOM SALES EXECUTIVE

(JUL 2012 - AUG 2014)

MARUTI SUZUKI-KVR AUTO CARS, KERALA, INDIA

- Sold new vehicles by understanding customer needs and preferences.
- Managed full sales cycle from demo to delivery and payment.
- Advised on warranties, financing, and vehicle features.
- Consistently ranked among top performers in monthly sales.
- Built strong customer relationships through follow-ups and support.