

ALI NANNATT

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SUMMARY

Experienced sales and customer service professional with over 10 years of combined experience across the UAE, Saudi Arabia, and India. Proven ability to deliver exceptional customer support, drive sales, and maintain client relationships in both retail and telecommunications sectors. Technically skilled with a background in mobile technology, office automation, and computer hardware. Adaptable, self-motivated, and capable of thriving in fast-paced environments with minimal supervision.

PROFESSIONAL EXPERIENCE

Sales & Operations Executive - Royal Fruits – Kottakkal, India May 2017 – Present

- Managed day-to-day retail operations including inventory, billing, and customer support
- Ensured high levels of customer satisfaction through excellent service
- Handled procurement and supplier coordination for fresh produce
- Trained and supervised junior staff on product handling and hygiene practices
- Maintained cleanliness and compliance with safety standards
- Built loyal customer relationships and boosted daily sales through upselling

Cash Desk Clerk - Al Manhaj Grocery – Al Ain, UAE Jul 2015 – Apr 2017

- Operated POS system and managed cash transactions
- Assisted customers with product inquiries and billing
- Maintained accurate financial records and provided daily reports

Sales Executive - TLCome – Kerala, India Mar 2013 – Jan 2015

- Achieved monthly sales targets in telecom services
- Built customer relationships and promoted new plans and offers
- Provided technical support for mobile devices and telecom equipment

Sales Executive - Amana Etisalat – Kingdom of Saudi Arabia Jul 2009 – Jan 2013

- Sold Etisalat telecom products and services
- Provided after-sales support and resolved customer issues
- Contributed to a high-volume sales team in a competitive environment

Marketing Intern - Idea Network (Import Division) – Kerala, India Jun 2006 – Mar 2008

- Supported marketing campaigns and distribution planning
- Conducted market surveys and assisted in retail promotions

SKILLS

- Customer Relationship Management (CRM)
- Retail & Telecom Sales
- Technical Support
- Point of Sale (POS) Handling
- Cash Desk Operations
- Microsoft Office & Office Automation
- Mobile Phone Technology
- Operating System Installation & Computer Hardware
- Team Coordination & Leadership

EDUCATION

Higher Secondary Certificate (Class XII)

Govt. of Kerala, India

CERTIFICATIONS

- Mobile Phone Technology – Jan Shikshan Sansthan, Govt. of India
- Diploma in Office Automation
- Certification in Desktop Publishing
- Akshaya Basic Computer Literacy

TECHNICAL SKILLS

- OS Installation (Windows)
- Basic Networking & Troubleshooting
- Computer Hardware Support
- MS Office, DTP Software

ADDITIONAL INFORMATION

Date of Birth: 16-Oct-1985

Nationality: Indian

Driving Licenses:

- UAE Light Vehicle Driving License
- Indian LMV Driving License

Passport No: G 1633110

Medical Note: Sustained a road traffic accident on 27/10/2018, resulting in a post-traumatic defect on the lower and upper eyelid. No damage or impairment to vision; eye function is completely normal. A visible mark remains on the face.

Languages: English, Hindi, Arabic, Malayalam, Urdu