



ABDUL SALAM

Mob : +971 543681403

Email : salamvmj@gmail.com

Sales Coordinator |
Customer service
| Supply Chain
| Business
Development

EDUCATION

BSC Electronics, 2014

Kannur University, India

Higher Secondary, 2011

Kerala state Board

LANGUAGES

English (Speak, Read, Write)

Malayalam (Native)

Hindi (Speak, Read, Write)

Kannada (Read)

Tamil (Read)

PROFESSIONAL SKILLS

MS Office

HTML

OS & Software Installations

Windows Administration

Documenting

Helpdesk Support

Seeking opportunities in FMCG field which relevant to technical aspects & profile, especially which will benefit my career and helps to enhance knowledge as well as experience.

WORK EXPERIENCE

GA Trade-Buygro Dubai, UAE

Sales Operation Coordinator (December 2023 – August 2024)

- Preparing Daily Sales Report.
- Support sales operations team with updating appropriate sales documentation.
- Understanding of the merchandising process, product lifecycle and being able to come up with relevant proposals and recommendations for action.
- Responding to complaints from customers and giving after-sales support when requested.
- Answering client questions regarding their account and sales products.
- Manage the processing of all orders with accuracy and timeliness.
- Planning, monitoring, and maintaining suitable inventory levels.
- Proactively support e-commerce team and product development team on their requirements.
- Regular meet up with Sales Team to know their needs and Market trends.
- Train Sales Team about new products.
- Coordinating with logistics team to ensure deliveries on time.

Al Maya Group, Dubai, UAE

Sales Coordinator (July 2019 – May 2023)

- Preparing Daily Sales Report.
- Monthly target allocation & daily target vs achievement tracking.
- Providing daily stock report to sales team.
- Category wise, territory wise, salesman wise distribution tracking.
- Support the sales management in communication of sales/targets/business priorities to the sales team in a timely & effective manner.

PERSONAL SKILLS

Multi-tasking

Attention to detail

Hardworking & Reliable

PERSONAL INFO

DOB: 25/04/1994

Gender: Male

Marital Status: Single

- Preparing reports for business review and sales evaluation.
- Prepared and analyzed sales report for the management on a regular, weekly, annual, and quarterly basis.
- Maintaining the customer master, coordinating with the sales team & prepared reports for the same.
- Handling customer key accounts.
- Order tracking, sales & delivery coordination/last mile delivery coordination.
- Customer onboarding and data verification.
- Updated account information after every customer call for data accuracy.
- Completed client requests received via calls, emails, and CRM platforms, offering prompt solutions to maintain satisfaction.
- Resolved problems with high-profile customers to maintain relationships and increase return customer base.
- Supervised and guided interns and responded quickly to questions, which improved understanding of job responsibilities.
- Prepared daily reports to assist businesses with key decision-making and strategic operational planning.
- Maintain supply chain inventory and records.
- Provided expert clerical support to internal staff and management by answering phone calls, copying records, preparing deliveries, and organizing incoming and outgoing correspondence.

DECLARATION

I hereby declare that all the information furnished above is true to the best of my knowledge and belief. All the references will be furnished immediately upon request.

Place & Date

ABDUL SALAM