



ANANTHU PRAKASAM

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FATHER'S NAME : PRAKASAM
SEX : MALE
NATIONALITY : INDIAN

DATE OF BIRTH : 10 MAY 1994
AGE : 29
MARITAL STATUS : Single

LANGUAGES KNOWN: ENGLISH,
HINDI, MALAYALAM, TAMIL

PASSPORT DETAILS

PASSPORT NO : L8274997
DATE OF ISSUE : 04-04-2014
DATE OF EXPIRY: 03-04-2024

CURRICULUM VITAE

Objective

Highly-organized and well-informed **sales professional** with strong attention to detail targeted at handling pre and post sales processes related activities. Strong **customer service** skills with a keen ability to work towards total customer satisfaction. An active learner who has a verifiable track record of practicing good judgment.

Professional Experience

- ☐ **MANICKAL PAPER BAGS** : Working as Logistics coordinator and Documentation Thiruvananthapuram, Kilimanoor head office , kerala, India
- ☐ **RAMCO** : Worked as Warehouse executive with sales , Thiruvananthapuram, Kerala, India.
- ☐ **AIWA SHIPPING**: documentation, operation, and sales at W-Island Office, Cochin, Kerala, India.

Responsibilities

- ☐ Deal directly with customers by telephone, electronically or face to face
- ☐ Coordinating the sales and with sales manager , production , logistics and accounts team and maintaining smooth work flow
- ☐ Act as a link between customers and the organization; ensuring customers are satisfied with the product and service
- ☐ Drafting quote for the customer in behalf the sales person
- ☐ Dealing with the customer until delivery and payment if quote is approved

PERSONAL SKILLS

- ❖ A high level of workmanship with an eye for detail.
- ❖ Ability to learn new technologies quickly.
- ❖ Analytical and creative.
- ❖ Excellent working knowledge of all Microsoft Office packages.
- ❖ Ability to produce consistently accurate work even whilst under pressure.
- ❖ Ability to multi task and manage conflicting demands.
- ❖ Ability to maintain confidentiality.
- ❖ Pleasant personality.
- ❖ Ability to work efficiently and effectively.
- ❖ Good telephone manner and ability to communicate well at all levels.
- ❖ Highly energetic with strong drive to succeed and target driven.
- ❖ Ability to adapt changes effectively.
- ❖ Eager to take up challenging opportunities in life.
- ❖ Ability to communicate professionally and effectively.

REFERENCES

- ❖ Available upon request

- Handle complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Build sustainable relationships of trust through open and interactive communications
- Follow communication guidelines and policies.
- Provide excellent customer service to all of the dealership's customers.
- Greet customers immediately, in a courteous and friendly manner.
- Ability to work with several customers at one time while maintaining individual customer satisfaction.
- Handle telephone transactions quickly, and courteously.
- Point out any sales, specials, new merchandise and offer additional product that may compliment the customer purchase.
- Assist customers with determination of Parts and Accessories requirements and research merchandise in catalogues.
- Accept cash & credit card payments for merchandise purchases.
- Keep cash register accurate. Handle customer complaints reasonably, showing empathy and a positive attitude, and demonstrate commitment to excellent customer service.
- Dealing with relevant departments related to clearance of consignments.
- Dealing with Shipping Companies for bulk, LCL & FCL cargoes. Dealing with clearing agents.

- ☐ Daily coordination of trading related information to suppliers and forwarders via telephone and email while maintaining high confidentiality of the details involved.
- ☐ Handling of documentation during freight processes.
- ☐ Organize shipment with branch offices, suppliers and customers.
- ☐ Effectively communicate with supplier, customs agents and transportation companies to ensure the shipments arrive in a timely manner and in good condition.
- ☐ Coordination with Supplier about Shipment & Payments.

Academic Details

- **LOGISTICS MANAGEMENT COURSE** from **CONFEDERATION OF INDIAN INDUSTRIES (CII)** – (Transportation, Warehousing and Supply chain Management) from SCM Hub, Kakkanad, Kerala, India
- **GRADUATED** From University of Kerala (BA English)
- **HIGH SECONDARY** from **Education Department of Kerala** – 2012 with mathematics, physics and chemistry.

Declaration

I hereby declare that above mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

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