

# SKILLS

* Active listening
* Time management
* Product knowledge
* Prospecting
* Relationship building
* Empathy
* Negotiation
* Communication skills
* Storytelling
* Adaptability
* Social selling
* Objection handling
* Conflict management
* Curiosity
* Collaboration
* Honesty
* Presentation skills
* Problem solving

# PERSONAL DETAILS

*Date of Birth : 28th February 1982 Nationality : Indian*

*Marital Status : Married*

*Languages : English, Hindi, Malayalam Visa Status : Cancel Visa*

# EDUCATION

* HSC from CBSE (New Delhi) – 2000
* MS Office & Internet Surfing from Emirates Education Institute – 2000
* Web Programming, HTML, SQL, Photoshop from NIIT Institute – 2002

ARUN THOMAS

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# OBJECTIVE:

Looking to obtain a professional career with an organized company that will allow me to grow while utilizing my administrative, customer service and hospitality skills. Pursuing 20 years of experience in United Arab Emirates

# WORK HISTORY

2024 - 2025

# SOHO MIDDLE EAST, Dubai - UAE

Inventory assistant and shop assistant

**Duties :**

* Work with GBG Insurance broker/agent in the preparation and filing of insurance claims in behalf of any of the existing GBG businesses
* Act as liaison between business and insurance broker
* Monitor shipping reports to make sure orders are on time
* Monitors online orders
* Whenever possible, make sure that part sales are profitable
* Place special online orders as needed, follow up
* Dispose of all debris
* Answer customer questions & parts inquiries by email or phone
* Ship orders using specified shipping applications
* Deliver parts to local independent repair facilities when required

2019 - 2024

# CLARA TRADING LLC (KAREN MILLEN), Dubai- UAE

Sales Representative

* Ensure a positive customer experience by educating on the features and benefits of the product, responding to questions and overcoming accurate update on management system.
* Emailing all reports to Manager in the orders purchase of client
* Increase customer profitability by utilizing cross selling and upselling techniques
* Consistently perform on verity of dimensions including exceeding sales goals and meeting quality assurance requirements.

2015 - 2018

# DNATA (TERMINAL 3), DUBAI - UAE

Airside Operator

* Handling flight operation during arrival &departure
* Verifying containers numbers in system and accepting in system to view the belt location
* Dispatching the containers in system after drop off in belts
* Reporting to the supervisor if baggage is turned or opened

**ADDITIONAL QUALIFICATION**

Institutions Emirates flight catering & Dnata [Certified Courses]

* Food and hygiene course

certificate

* Safety awareness course completed successfully
* Conducting safety awareness and precautions of safety
* Investigating accidents and precautions of safety
* Airside ramp safety &taxiway crossing
* Warning signs, symbols &fundamental of handling goods
* Completed English level 3 courses

2001 - 2014

# EMIRATES FLIGHT CATERING LLC, DUBAI - UAE

Store Merchandiser cum fire warden

* Responsible for adhering to overage beer policy by keeping product properly rotates also removing damage beer promptly before it goes out of date.
* Restocking displays with new merchandise pack and clean cold boxes also responsible for back stock in an organized manner.
* Ordering of bulk alcoholic as per inflight usage and events.
* Merchandise the alcohol and food can items in an excellent way to attract customer sales in the airshow event.
* Responsible for all sales stock to organize and display for customer needs.
* To keep an eye on the general fire safety of the area, building or floor the Warden has been by conducting fire safety inspection daily and ensures that corridors are maintained free for combustible material

# OTHER INFORMATION

**I have Overall 20 years of experience in Dubai, UAE. I have valid UAE driving license. I am young and can take up job anywhere in abroad with unlimited overseas travel and willing to locate anywhere immediately.**

# DECLARATION

**I hereby declare that the above furnished statement is true to the best of my knowledge and belief**

**ARUN THOMAS**