

ASHIK NARAYANAN

Sales and Customer Service professional bringing over 5 years of expertise in Merchandising, Store Management, Logistics Operations & Customer Service - seeking position as Sales/Customer Service Executive or Logistics Officer/Executive preferably in FMCG, Freight forwarding or Retail Sectors.

EXPERIENCE

MH ENTERPRISES | DUBAI | UAE

Industry - FMCG

- KEY CUSTOMER HANDLING CURRENTLY - AL MADINA GROUP, AL TALAL GROUP.
- PRODUCTS OF CURRENT COMPANY
FOOD - AMERICAN CLASSIC, PARLE G, NIRAPARA, PRIYA, NEZO, BAVARIA, KDD
NON FOOD - EMAMI, GOOREJ, DERMOVIVA, SWISS ARABIAN, FINE, FEM HAIR
REMOVING, EVERYUTH, BAJAJ.

MERCHANDISER CUM SALESMAN

February 2020 - till date

- Create appealing and eye-catching visual displays that lead the customer through the entire store.
- Manage window displays, signs, interior displays, floor plans and special promotions displays.
- Identifying new trends and opportunities to grow sales and profit.
- Complete store operational requirements by scheduling and assigning employees, following up on work results, maintaining store staff by recruiting, selecting, orienting, and training employees.
- Responsible in looking after store staff job results by coaching, counselling, and disciplining employees, planning, monitoring, and appraising job results.
- Dealing with customer queries and complaints.
- Identifying current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements.
- Ensure availability of merchandise and maintaining inventories, responsible for store auditing and ensuring zero shrinkage.
- Ensuring pricing policies by reviewing merchandising activities on weekly bases and sending the same for final approval, determining additional needed sales promotion, authorizing clearance sales, and studying current trends.
- Studying the market trends and comparing the advertising, sales promotion, and display plans on weekly bases and analyzing daily operations and financial statements for profitability ratios.

AL HALAH TECHNICAL SERVICES LLC | DUBAI | UAE

Industry - Maintenance

SALES ASSISTANT

December 2016 - December 2018

- Conduct market research to identify selling possibilities and evaluate customer needs.
- Actively seek out new sales opportunities through cold calling, networking and social media.



GET IN TOUCH

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EXPERTISE IN

NEW MARKET PENETRATION

SALES & BUSINESS DEVELOPMENT

MERCHANDISING

STRATEGY & PLANNING

STOCK MOVEMENT

LOGISTICS OPERATIONS

VENDOR MANAGEMENT

PROCUREMENT

INVENTORY MANAGEMENT

MARKET RESEARCH

LABOR SETTLEMENTS

KEY ACCOUNT MANAGEMENT

ADVANCED MS OFFICE

EDUCATION

2016 - BCOM

Brilliantz Education | UAE

PERSONAL INFO

Nationality: Indian

DOB: 26 January 1993

Gender: Male

Civil Status: Single

Languages: English | Hindi
Malayalam | Tamil

D. License: UAE

Visa Status: Employment visa

- Set up meetings with potential clients and listen to their wishes and concerns.
- Prepare and deliver appropriate presentations on products and services.
- Create frequent reviews and reports with sales and financial data.
- Ensure the availability of stock for sales and demonstrations.
- Negotiate/close deals and handle complaints or objections.
- Gather feedback from customers or prospects and share with internal teams.

MEDCARE | DUBAI | UAE

Industry - Distribution

DISTRIBUTION ASSISTANT

January 2017 - June 2017

- Processing orders; receiving deliveries.
- Making sure stocks are stored correctly and safely.
- Monitoring use of items and equipments.
- Delivering goods to wards and departments for e.g. blood samples in the labs.
- Making sure old stocks are used before new stock (stock rotation).
- Inventory management including stock checks.
- Assist the finance team for cheque deposits or other outdoor works.
- Manage pick n drop for guests/staff or other requests as received.
- Maintain clear geographical knowledge.

PART TIME ASSIGNMENTS

- Air show for Evian Promoter in Al Maktoum International Airport.
- Promoter in CCL for Goa Neo Fix chewing gums in Dubai International Cricket Stadium.
- Sold tickets for Ticketmaster for all IPL events in Dubai Sports City.
- Transport Specialist with AUH Cycle Tour.
- Promoter in Big brand carnival in World Trade Centre.
- Worked with Alokozay Tea as Promoter in Lulu Hypermarket.
- Assisted in the below events:
 - Flying Elephant
 - Sharp Television
 - Dubai Football Challenge
 - Dubai International Kite Festival

REFERENCES

Available on request.