



BALU VIVEKANANDAN

SALES MANAGER / BUSINESS DEVELOPMENT MANAGER

Results-driven professional with over 10 years of diverse experience in operations management, business development, logistics and administration across healthcare, retail and supply industries in India, Qatar, Bahrain and the UAE. Proven track record in streamlining supply chains, improving inventory systems, developing new market opportunities and managing cross-functional teams. Adept at procurement, vendor negotiation, sales strategy implementation, financial oversight and ERP reporting. Skilled in coordinating end-to-end logistics and optimizing internal workflows for operational efficiency. Currently seeking a mid-level role in operations, business development, or sales and supply chain, contributing experience to support business growth and drive operational efficiency.

PERSONAL DETAILS

Mobile : +971 582957098
Email ID : baluvivek1993@gmail.com

Address : Dubai, UAE
Nationality : Indian
D.O.B : 19/08/1993
Gender : Male
Marital Status : Married
Passport No : C0023867

ACADEMIC CREDENTIALS

- | | |
|------|---|
| 2015 | B.COM-TAXATION LAW & ACCOUNTS
Kerala University |
| 2012 | HIGHER SECONDARY
Board of Higher Secondary Examination, Kerala, India |
| 2010 | SSLC
Board of Public Examination, Kerala, India |

COMPUTER SKILLS

- MS Office (Word, Excel & PowerPoint)
- Adobe Illustrator
- Photoshop
- Tally ERP 9

ACHIEVEMENTS

- Successfully navigated and facilitated the Registration Process for Cosmetic Products with the Dubai Montaji Department, ensuring compliance with regulatory requirements and enabling market entry for the products in the highly regulated cosmetic industry of Dubai.

KEY SKILLS

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|------------------------|---------------------|---------------------------------|
| • Vendor Management | • Inventory Control | • Regulatory Compliance |
| • Contract Negotiation | • Problem-Solving | • Logistics & Order Fulfillment |
| • Competitive Analysis | • Sales Planning | • Performance Analysis |
| • Financial Reporting | • Collaboration | • Inventory Management |
| • Billing Coordination | • Market Research | • Excellent Communication |

EXPERIENCES

❖ OPERATIONS MANAGER | 25 Mar 2024 to 05 May 2025 YAAMIS DENTAL SUPPLIES, TRIVANDRUM, KERALA

KEY RESPONSIBILITIES

- Oversaw daily operations across procurement, inventory control, logistics, and order fulfillment to ensure smooth supply chain management and timely customer deliveries.
- Managed vendor relationships, negotiated contracts, and optimized sourcing strategies to reduce procurement costs and improve product availability.
- Implemented process improvements in warehouse and stock management using inventory software, resulting in reduced stock discrepancies and faster turnaround.
- Monitored accounts payable/receivable and coordinated with finance teams to ensure accurate billing, collections, and financial reporting.
- Supervised cross-functional teams, conducted performance evaluations, and ensured compliance with regulatory standards and internal SOPs.

❖ BUSINESS DEVELOPMENT MANAGER | 25 Jul 2023 to 15 Mar 2024 PREMIER BABY CARE, QATAR

❖ BUSINESS DEVELOPMENT MANAGER | 11 Apr 2019 to 24 Jul 2023 PREMIER BABY CARE, DUBAI, UAE

KEY RESPONSIBILITIES

- Developed and implemented strategic sales plans to penetrate new markets, resulting in increased brand visibility and customer acquisition.
- Conducted market research and competitor analysis to identify growth opportunities and refine product positioning in the baby care sector.
- Managed B2B and B2C client relationships, leading to a 20% increase in repeat business through effective account management and customer engagement.
- Negotiated contracts, pricing, and delivery terms with retail partners and distributors, improving profitability and securing long-term deals.
- Monitored sales KPIs using CRM tools, generated performance reports, and presented insights to senior management for decision-making.

LANGUAGES KNOWN

- English
- Malayalam
- Hindi
- Tamil

REFERENCE

❖ SHIBU SURENDRAN

Director

We First Trading Co. WLL, Bahrain

Ph: +91 9496887661

- Collaborated with marketing teams to execute promotional campaigns, enhance brand awareness, and support product launches across digital and retail channels.
- Coordinated with supply chain and logistics teams to ensure timely product availability and efficient order fulfillment.

❖ BRANCH-IN-CHARGE | 01 Jun 2017 to 27 Feb 2019

MEDICAL CORPORATION BR. OF A FOREIGN COMPANY, BAHRAIN

KEY RESPONSIBILITIES

- Oversaw day-to-day branch operations including sales, customer service, inventory control, and staff supervision to ensure smooth workflow and service quality.
- Managed procurement processes, supplier coordination, and stock replenishment for medical supplies, ensuring timely availability and cost efficiency.
- Handled accounts receivable/payable, daily cash reconciliation, and financial reporting in coordination with the head office.
- Implemented sales strategies and monitored team performance to achieve monthly revenue targets and improve client retention.

❖ SALES & LOGISTICS EXECUTIVE | 15 Feb 2016 to 31 May 2017

MEDICAL CORPORATION BR. OF A FOREIGN COMPANY, BAHRAIN

KEY RESPONSIBILITIES

- Processed customer orders, prepared quotations, and coordinated with the sales team to support lead conversion and client follow-ups.
- Planned and monitored inbound and outbound shipments, ensuring timely dispatch, delivery accuracy, and compliance with transport regulations.
- Maintained optimal stock levels through inventory tracking, supplier coordination, and timely reordering to prevent stockouts.
- Prepared sales and logistics performance reports using Excel and ERP tools to support forecasting, inventory planning, and management decision-making.

❖ OFFICE ADMINISTRATOR | 01 Oct 2014 to 30 Sep 2015

KADUVAYIL THANGAL CHARITABLE TRUST HOSPITAL, TRIVANDRUM

KEY RESPONSIBILITIES

- Scheduled shifts for medical staff and coordinated duty rosters to ensure full coverage and efficient hospital operations.
- Performed front desk and cashier functions, handling patient billing, daily cash reconciliation, and receipt management.
- Liaised between administrative and medical departments to streamline communication and resolve scheduling conflicts.
- Maintained attendance records, adjusted shift allocations as needed, and supported HR functions related to time and duty management.

DECLARATION

Hereby declare that all the details mentioned above are in accordance with the truth and fact as per the knowledge and hold the responsibility for the correctness of the above-mentioned information.

BALU VIVEKANANDAN