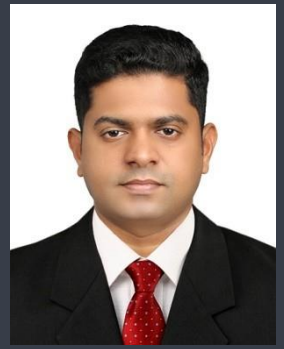


# FAROOK KM

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Dedicated and experienced professional with extensive experience in retail store management and dealership operations. Proven track record of driving sales, optimizing processes, and delivering exceptional customer service. Skilled in team leadership, inventory management, and client relationship building. Passionate about creating positive customer experiences and achieving business goals.



## Skills

- Sequence of Retail operations management/Administrative office operations
- Retail Sales & Service management/ Territory sales management/ Sales process management



## Work History

**2023 -  
current**

### Store Manager

*Minutes Quick Services (Dubai Mall, United Arab Emirates)*

- Sales Management/Supervising staff/Scheduling and promotions
- Monitoring entity KPI and KRA's
- Inventory management
- Employee productivity
- Store presentation and visual merchandising
- Staff training and Evaluations

### 2020 - 2023 Head Of Operations

*PBM AUTOMOTIVE LLP ( Automobile Dealer of MAHINDRA AND MAHINDRA LTD),  
PALAKKAD*

- In Operational Management/ Sales &Service management/ Profit Centre management/ Finance/Insurance & Used Vehicle/ Inventory management/Customer care, HR and Accounts Management.
- Performed banking, business administration and financial tasks to guarantee five-star service for clients.

### 2015 - 2020 Senior Sales Manager

*Eram Motors Pvt Ltd, Automobile Dealer of Mahindra And Mahindra LTD,  
KANNUR/KASARAGODE*

- Developed sales strategy based on research of consumer buying trends and market conditions.
- Established ambitious sales targets, managed deployment strategies, and developed go-to-market plans to capitalize on every revenue opportunity.

### 2013 - 2015 Sales Manager

*Hyson Auto Sales Pvt Ltd, Automobile Dealer of FIAT INDIA PVT LTD, PALAKKAD*

- Accomplished multiple tasks & Targets within established timeframes.
- Maximized performance by monitoring daily activities and mentoring team members.
- Met with clients, delivering presentations and educating on product and service features and offerings.

### 2012 - 2013 Administrative Assistant Manager

*QBA Associates Pvt Ltd, COCHIN*

- Performed accounting activities by preparing expense reports, purchase orders and invoices.
- Monitored office supplies/ executive calendars/ coordinate meetings and appointments.
- Document controlling, File management etc

### 2011 - 2012 Sales Team Leader

*Popular Vehicles & Services Ltd, Automobile Dealer of Maruti Suzuki India Ltd, Cochin*

- Refined team workflows to better capitalize on individual strengths and maximize market share.
- Led regular team meetings to keep sales personnel motivated with tips, techniques and relevant information.
- Expanded company customer base and cemented market presence by implementing strategic sales plans.

### 2009 - 2010 Sales Officer

*POPULAR VEHICLES AND SERVICES LTD Automobile Dealer of Maruti Suzuki India Ltd, COCHIN*

- Enhanced sales operations, cold calling techniques and customer follow-up
- Forecasted sales and established processes to achieve sales objectives and related metrics.
- Connected with prospects through trade shows, cold calling and local-area networking.



## Education

### Sep 2018 - Nov 2020 MBA: Entrepreneurship/International Business

*Indian School Of Business Management University*

### Jun 2006 - Mar 2009 B.com: Bachelor Of Commerce

*Cochin College Affiliated To Mahatma Gandhi University*



## Languages

ENGLISH / HINDI / ARABIC  
MALAYALAM / URDU / TAMIL



## Visa & Passport Details

- Passport Expiry: 15/11/2032
- Passport No : W5995110
- EMID Expiry: 02/11/2025
- UAE DL : File Opened
- INDIAN DL : VALID