

**FAIZAL EMAM**

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## PROFILE SUMMARY

*10 years of rich exposure in sales and marketing and with relevant experience in organized merchandizing operations and major events like promoting new store openings or product launches*

### PROFESSIONAL SYNOPSIS

- ❖ An ambitious, highly motivated and energetic sales executive with excellent marketing and business development skills. Experience of managing sales and merchandising for established retail outlets, franchises and international brands. A results orientated professional with a proven ability to get results, generate revenue, improve service as well as reduce costs. Over 10 years marketing experience of working in competitive industries and successfully identifying, developing and managing new business opportunities within these markets.

#### CORE COMPETENCIES

Business Development  
 Loss prevention  
 Planning  
 Promotions  
 Competitor analysis  
 Negotiating  
 Merchandising management

#### ACHIEVEMENTS, AWARDS & LAURELS

- ✓ *Managed a team of Five sales assistants and interns to ensure all deadlines were met on time..*
- ✓ *Involved in the training of new sales staff.*
- ✓ *Received an Appreciation certificate from Management for on time delivery during the high volume.*
- ✓ *Responsible for forecasting market trends.*

### PROFESSIONAL EXPERIENCE

**ALMEERATH MOTORS**  
 (Dealer of Victory pickup trucks, Abudhabi)  
**Service Advisor**

#### Job Description:

- ❖ Greeting customers and directing them to available mechanics.
- ❖ Consulting with mechanics regarding necessary repairs and possible alternatives to expensive repairs.
- ❖ Preparation of job card and delivery order
- ❖ Answering questions about service outcomes and scheduling and booking appointments, vehicle drop-off, and vehicle pick-up.
- ❖ Providing customers with information and advice on warranty protections, potential cost savings, and the advantages of trading in versus fixing their car.
- ❖ Managing and overseeing the dealership's workflow and schedule.
- ❖ Calling customers to advise them about service changes or car pick-up times.
- ❖ Maintaining positive customer relationships to ensure repeat business.
- ❖ Ensuring all details on services rendered and costs are related to customers and processing their payments.
- ❖ Liaising with service technicians about parts ordering and ensuring parts are available when needed.

**HONEY BEE IMPEX**  
Asst Sales Manager Aug2021-  
2023 Jun

**Job Description:**

- ❖ Converting warm leads into sales through a direct sales approach.
- ❖ Managing complex sales-cycles, from inception through to completion.
- ❖ Setting annual sales goals for the company and working towards achieving them.
- ❖ Following up sales enquiries in order to close new business.
- ❖ Giving clients demonstration at their place of work.
- ❖ Keeping a close eye on every deal in the sales pipeline.
- ❖ Explaining to customers how the company's products are ideal for their needs.
- ❖ Contributing towards the development of sales and marketing literature.
- ❖ Reporting back to the sales team on a regular basis with relevant information.
- ❖ Cold calling prospects that have been found through business directories or client referrals. Sustaining long-term relationships to ensure a positive customer experience

**Wentona Academy**  
Center Head (Feb2018 -  
Aug2021)

**Job description:**

- ❖ Supervises the activities of subordinates.
- ❖ Serves as a key liaison with center external publics, particularly in relations to their advisory and financial support of center, including working in fundraising relating to memberships in center and sponsorships of center activities and related to the university and college development/capital campaign.
- ❖ Oversees daily center operations and coordinates center activities through assigned staff; prioritizes and delegates work activities.
- ❖ Writes communication and promotional literature for distribution such as newsletter, brochures or flyers and coordinates printing and distribution.
- ❖ Prepares and monitors budget for the Center and research, executive or student education projects.
- ❖ Prepares budget proposals and recommendations and establishes budget control system for controlling expenditures; controls expenditures in accordance with budget allocations; recommends equipment and resources for the center.

**Transguard LLC**  
Operation Staff and Vault handling (Jan 2017 - Jan 2018)  
Abudhabi

**Job Description of Operation Staff:**

- ❖ Tracking, recording, reporting, and storing information related to transactions, bank supplies, and customers, ensuring all information is accurate and complete.
- ❖ Maintaining and balancing cash drawers and reconciling discrepancies.
- ❖ Packaging cash and rolling coins to be stored in drawers or the bank vault.
- ❖ Keeping a clean, organized work area and a professional appearance.
- ❖ Handling currency, transactions, and confidential information in a responsible manner.
- ❖ Using software to track bank information and generate reports

**Job Description of Vault Handling**

- ❖ Maintain the departments security procedures and policies
- ❖ Follows proper operating and security procedures daily
- ❖ Prepare all necessary documentation when counterfeit bills come through the bank
- ❖ Process/balance the individual deposits using Compass and a desktop currency counter
- ❖ Consistently balance work processed
- ❖ Must be able to perform all essential duties and responsibilities of the Vault Teller I
- ❖ Receive currency/coin for orders from the main vault teller
- ❖ Open each envelope & take the contents out
- ❖ When all envelopes have been opened, write your initials and time on the front of the deposit ticket

## Leora International Academy

Admin - (Jun2015 – Jan2017)

### Job Description:

- ❖ recruiting, training and managing staff
- ❖ managing projects and keeping track of progress towards goals
- ❖ managing budgets
- ❖ responding to queries and correspondence
- ❖ devising and following processes and procedures
- ❖ working with student groups
- ❖ gathering and analyzing data
- ❖ researching and writing reports
- ❖ liaising with external organizations

## Volkswagen EVM cars

Sales Executive - (Sep2013 – Jun2015)

### Job Description:

- ❖ maintaining a strong customer database, greeting potential customers, coordinating test drives, assisting with trade-in value, and negotiating vehicle prices
- ❖ Converting showroom visitors into customers by understanding their needs and interests and matching them to the most appropriate car
- ❖ Assist customers with completing the relevant paperwork required for a successful sale to be processed
- ❖ Interact with customers to identify their requirements and assist them in selecting a car that meets their specifications
- ❖ Identify current product pricings, competing products and new techniques of merchandising
- ❖ Develop and implement strategies to enhance sales efficiency and increase generated revenue

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## CREENTIALS

### Academics

- ❖ MBA (Finance, Marketing) from East Point College Of Higher Education, Bangalore, Karnataka , affiliated to Bangalore university with 60%
- ❖ B.B.A from Kristu Jyothi college of management and technology ,Changanacherry, Kottayam, with 71% in 2011
- ❖ 12th- Computer science (Kerala State Board) from TKM Higher Secondary School, Kollam, Kerala with 68 %marks in 2008
- ❖ 10th (Kerala State Board) from Kristu Raj H.S.S, Kollam, Kerala with 82 % marks in 2006.

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## PERSONAL INFORMATION

- ❖ Date of Birth: 16-Septeber-1989
- ❖ Language Skills: English, Malayalam, Tamil
- ❖ Address: AF Manzil, Kaver1 Nagar 31, Kallumthazham PO, Kollam 691 004, Kerala, India
- ❖ Passport Number M0318327

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## DECLARATION

I hereby declare that all the details furnished above are true to the best of my knowledge

(Faizal Emam)