



## JIBIN GEORGE

Sales Coordinator

### CAREER SUMMARY

Dynamic and results-oriented professional with a proven track record in sales coordination and customer service. Adept at managing various aspects of the sales process, from assisting customers with product selection to coordinating promotional activities and ensuring customer satisfaction. Experienced in providing tailored product advice, resolving issues efficiently, and closing deals with minimal supervision. Skilled in inventory management, sales analysis, and generating reports to support executive decision-making. Committed to delivering exceptional service and driving revenue growth in fast-paced retail environments.

### PERSONAL DETAILS

Mobile No : 0501379987  
Email ID : jibin.829@gmail.com  
Linkedin : linkedin.com/in/jibin-george  
Address : Al Nadha, Sharjah, UAE 61179  
Nationality : Indian  
Gender : Male  
Marital status : Married  
Visa status : Visit Visa  
Visa expire : 30-6-2024  
UAE DL NO : 3873892  
Passport No : M0939686

### ACADEMIC CREDENTIALS

**2015 Master's: Business Administration—  
Marketing & Finance**  
Mahatma Gandhi University

**2013 Bachelor of Business Administration**  
Mahatma Gandhi University

**2012 Professional Diploma: Computerized  
Financial Accounting**  
Mahatma Gandhi University

### EXPERIENCE

**SALES COORDINATOR** | 04/2021—01/2024

Pure Gold Jewellers LLC - Dubai, UAE

#### KEY RESPONSIBILITIES

- Collaborate closely with the sales team to ensure timely and successful delivery of products/services in alignment with customer needs.
- Oversee the end-to-end procurement process, including sourcing, vendor selection, and contract negotiation, to ensure quality and cost-effectiveness.
- Control warehouse operations, recommending optimum stock levels and managing replenishment activities to meet demand.
- Handle inventory control, conduct stock ageing analysis, and implement stock reclassification strategies for optimal warehouse management.
- Design attractive signage for products, offers, and sales promotions to enhance visibility and drive customer engagement.
- Coordinate in-store displays based on promotional plans outlined by vendors, maximizing the impact of marketing initiatives.
- Review sales performance across multiple product lines and launch promotions as necessary to stimulate revenue growth.
- Achieve cost reductions through assessment of alternative purchasing decisions and negotiation with suppliers.
- Reduce surplus stock through the creation of promotions and clearance lines, optimizing inventory turnover rates.
- Plan warehouse intakes and outbound stock flows to enhance operational efficiencies and minimize bottlenecks.
- Optimize stock levels based on sales forecasts and demand patterns, increasing the percentage of orders fulfilled and improving customer satisfaction.
- Manage day-to-day shipping and receiving operations of the warehouse, ensuring accuracy and timeliness in all logistical activities.

**SALE ASSOCIATE** | 11/2016 - 03/2021

Swiss Watch Group LLC - DUBAI, UAE

#### KEY RESPONSIBILITIES

- Assisted customers with product selection, sales, and returns, ensuring a positive shopping experience.
- Maintained high customer satisfaction ratings by efficiently resolving issues and addressing concerns.
- Educated customers on product and service offerings, providing relevant information to facilitate informed purchasing decisions.
- Managed merchandise reservations and ensured availability for on-hold reservations.
- Listened attentively to customer needs and preferences, offering personalized advice and recommendations.
- Conducted thorough reviews of purchases to detect and prevent fraudulent activities.
- Successfully negotiated and closed deals independently, with minimal support from sales and finance managers.
- Supported senior leadership by generating reports for executive decision-making, providing valuable insights into sales performance and customer trends.
- Provided detailed information about product quality, value, and style to influence customer buying decisions.
- Operated cash register to process cash and credit card transactions accurately and efficiently.
- Addressed customer inquiries regarding promotions, exchange guidelines, payment policies, and security practices, ensuring adherence to company policies and procedures.

LANGUAGES KNOWN

- English
- Malayalam
- Hindi
- Tamil

COMPUTER SKILL

- MS Excel & Word
- Microsoft Dynamics AX
- Microsoft D365

HOBBIES

- Music
- Photography
- Travel
- Movie

KEY SKILLS

- ❖ Sales coordination
- ❖ Customer service
- ❖ Product selection
- ❖ Sales support
- ❖ Inventory management
- ❖ Customer satisfaction
- ❖ Product knowledge
- ❖ Order processing
- ❖ Time Management
- ❖ Vendor management
- ❖ Sales promotions
- ❖ Negotiation skills
- ❖ Retail operations
- ❖ Cross-selling
- ❖ Problem resolution
- ❖ Team collaboration
- ❖ Procurement process
- ❖ Communication Skills

DECLARATION

I hereby declare that the above particulars of facts and information stated are true, correct and complete to the best of my belief and knowledge.

JIBIN GEORGE