



JIJO DAVIS

PROFESSIONAL SUMMARY

Dynamic and results-driven professional with over 10 years of experience in merchandising, customer relationship management, and financial administration. I possess a strong analytical mindset, excellent interpersonal skills, and a proven ability to optimize processes, drive sales growth, and enhance customer satisfaction. My expertise in inventory management, strategic planning, and customer service, combined with a deep understanding of IT systems, allows me to deliver consistent value in fast-paced environments.

WORK EXPERIENCE

- MERCHANDISER/CUSTOMER SERVICE EXECUTIVE (2016-PRESENT)**
SPINNEYS DUBAI LLC
 - Collaborated with the buying team on product assortments, optimizing inventory based on sales data and market trends.
 - Led seasonal promotions and ensured effective in-store displays, boosting sales by 15%.
 - Maintained strong vendor relationships for timely stock delivery and negotiated favorable terms.
 - Trained staff on merchandising and customer service best practices.
 - Managed stock levels, minimizing stockouts and overstock through strategic inventory management.
 - Provided excellent customer service, resolving inquiries and complaints promptly.
 - Coordinated with marketing for consistent promotional materials.
- CUSTOMER RELATIONSHIP MANAGEMENT (2014 -2016)**
MUSTANG MOTORS
 - Managed high-value customer portfolios, increasing retention by 20%.
 - Developed and implemented customer relationship strategies aligned with sales goals.
 - Conducted follow-ups to gather feedback and drive service improvements.
 - Collaborated with sales for upselling, boosting revenue by 10%.
 - Utilized CRM software to track customer interactions and preferences.
 - Organized customer events to strengthen relationships and loyalty.
 - Analyzed customer data for service enhancement opportunities.
- ACCOUNTANT, SYSTEM ADMIN**
MUSTANG MOTORS
 - Managed financial operations, including accounts, payroll, and budgeting, ensuring accuracy and compliance.
 - Prepared financial reports and provided insights for decision-making.
 - Implemented accounting software, improving data accuracy by 30%.
 - Oversaw IT infrastructure, ensuring system security and efficiency.
 - Developed IT policies, reducing downtime and enhancing operations.
 - Conducted financial and IT audits for risk mitigation.
 - Provided technical support and training to staff on software and systems.

CONTACT

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EDUCATION

- **BCA (2011-2014)**
MADRAS UNIVERSITY, TAMIL NADU, INDIA
- **HIGHER SECONDARY (2009-2011)**
GOVT OF KERALA
- **SSLC (2009)**
GOVT OF KERALA

SKILLS

- Merchandising & Inventory Management
- Customer Relationship Management
- Financial Management
- Analytical & Problem-Solving
- IT & System Administration
- Communication & Interpersonal Skills
- Leadership & Team Development
- Negotiation & Vendor Relations
- Project Management
- Adaptability & Innovation

LANGUAGES

- Malayalam
- English
- Hindi
- Tamil