



## MOHAMMED SHIHAS CHANNANATH ABOOBACKER

📍 Musaffah, Abu Dhabi, UAE

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### PERSONAL DETAILS

DOB: 15/06/1998

Nationality: Indian

Passport no: P4067836

Driving License no(Manual): 2783853

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### PROFESSIONAL PROFILE

A customer-focused and target-driven individual with extensive experience in the fields of sales and customer service. A proven record of diving into new sectors and effectively learning about company services and product range to deliver incomparable customer service. Demonstrates excellent communication and relationship-building skills to attract prospects and deepen relationships with existing clients in order to exceed sales targets. Highly motivated to take on any challenging roles to boost personal and professional growth while contributing to the company's success.

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### SKILLS

- Organizational and time management skills
  - Capable of working independently and as a team
  - Excellent communication skills
  - Microsoft office suite
  - ERP system
  - Accounting
  - Problem-solving
  - Proficient in Malayalam, English & Hindi
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## WORK EXPERIENCE

### **SALES EXECUTIVE, Sep 2021 - Present**

*UNITRA International LLC, Musaffah, UAE*

- Effectively handle daily customer meetings, sales calls, and account management tasks, improving sales team efficiency.
- Educate customers on product and service offerings, engaging in special offers and promotions to increase sales.
- Operate cash registers with accuracy and process cash and card transactions.
- Monitor display stock levels, replenish floor stock, and promptly process deliveries, maximizing customer availability.
- Resolve customer complaints and process issues with proactive problem-solving skills.
- Build new client networks, growing business opportunities, an increasing revenue possibilities.
- Draft reports of product sales to present to company executives

### **SERVICE ADVISOR, Feb 2020 - Sep 2021**

*HYUNDAI Cars, Kerala, India*

- Pleasantly greeted customers and asked open-ended questions to better determine needs.
- Responded to customer requests with friendly, knowledgeable service and support.
- Tested and serviced motor vehicles with an emphasis on Root Cause Analysis (RCA).
- Resolved reported vehicle issues the first time, achieving a high customer satisfaction rate.
- Handled customer issues with confidence, using problem-solving skills to provide effective resolutions.

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## EDUCATIONAL QUALIFICATION

### **Bachelor of Vocational Degree in Automobile Servicing Technology (B.VOC)**

*Tata Institute of Social Sciences, Ernakulam, Kerala (2020)*

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## REFERENCES

References are available upon request