

Mehloom T. P.

Email: mils3454@gmail.com

Mobile: +971 55 7484922

Date of birth: October 26, 1979

Professional Summary

To obtain a responsible, challenging and rewarding position within a company that allows me to learn new technologies and skills, while utilizing my previous experiences, performing beyond my recent abilities, building a strong business relationship within the company/respective clients; exceeding expectations, adding value and contribution to the company's success.

Professional Strengths

- 14+ years of experience in business, contracting and sales sectors in U.A.E.
- Strong sales and project management experience with excellent knowledge of Dubai markets
- Excellent communication, teamwork, and organizing skills developed through projects, bench and management duties
- Strong leadership qualities along with the well experienced in merchandise product according to planogram

Employment History

➤ Transmart DMCC, U.A.E.

⇒ *Customer Service Co-Ordinator (2020 – date)*

- File documentation relating to employees and projects.
- Prepare meeting rooms for use by printing relevant documents and setting up any devices to be used.
- Receive and send emails. Manage office inventory. Greet clients and visitors.
- Answer phone calls and provide requested information.
- Maintain and update customer service database
- Follow up on customers and their queries
- Organize customer rewards programs
- Coordinate with other departments for customer service support
- Updating customer service database and reporting to office manager

➤ Ibritech DMCC, U.A.E.

⇒ *Sales Executive (2016 – 2020)*

➤ Vsun Electronics L.L.C., U.A.E.

⇒ *Sales Executive (2013 – 2017)*

- Develop and execute sales strategies to penetrate new markets and achieve revenue targets.
- Cultivate and maintain relationships with key decision-makers to ensure a steady flow of sales opportunities.
- Leverage market insights and competitive intelligence to position products effectively and drive sales growth.
- Collaborate with internal teams to optimize sales processes and improve customer satisfaction.
- Analyze sales data to identify trends and opportunities for improvement, adjusting strategies as needed.
- Participate in industry events and networking activities to expand the company's presence and generate leads.
- Provide exceptional customer service throughout the sales cycle, ensuring customer retention and loyalty.
- Continuously update product knowledge and industry expertise to effectively communicate value propositions.
- Negotiate contracts and pricing agreements to maximize profitability while meeting customer needs.
- Drive cross-selling and upselling initiatives to increase revenue from existing clients.



Core Qualifications and Attributes

- Hard working and dedicated
- Good communication and analytical skills
- Easily adapt to situations
- Good written and verbal communication
- Attention to detail
- Inventory management software

Education History

- Bachelors in Commerce
- Higher Secondary School

Languages

- English
- Hindi
- Malayalam
- Valid UAE Driving License.

➤ **Saudi Snacks Food Co (PEPSICO), U.A.E.**

⇒ *Sales Executive (2007 – 2013)*

- Develop and execute sales strategies to acquire new clients and expand market share.
- Build and maintain strong relationships with existing clients, ensuring customer satisfaction and retention.
- Meet or exceed sales targets by identifying opportunities and effectively closing deals.
- Conduct market research to understand customer needs and preferences, adapting sales approaches accordingly.
- Collaborate with cross-functional teams to align sales efforts with company objectives and initiatives.
- Utilize CRM software to track leads, manage pipelines, and analyze sales data for insights.
- Represent the company at industry events, trade shows, and networking opportunities to enhance visibility and generate leads.
- Provide product demonstrations, presentations, and proposals to potential clients, highlighting value propositions.
- Negotiate contracts, terms, and pricing agreements with clients to ensure mutual benefit and profitability.
- Stay updated on industry trends, competitor activities, and market developments to inform sales strategies and tactics.

➤ **Al Hussaini Building Materials Trading, U.A.E.**

⇒ *Office Administration (2004 – 2007)*

- Managed daily office operations, including administrative tasks, scheduling, and facilities management, for a period of three years.
- Oversaw the smooth functioning of office systems, procedures, and workflows to ensure efficiency and productivity.
- Implemented and maintained office policies and procedures to support a productive and harmonious work environment.
- Coordinated office logistics, including office supplies procurement, equipment maintenance, and vendor relationships.
- Supervised administrative staff, providing leadership, guidance, and support to ensure team cohesion and performance.
- Managed budgets and expenses related to office operations, identifying cost-saving opportunities and optimizing resources.
- Acted as a point of contact for internal and external stakeholders, handling inquiries and resolving issues in a timely manner.
- Conducted regular assessments of office processes and procedures, implementing improvements to enhance effectiveness and efficiency.
- Ensured compliance with regulatory requirements and company policies related to office administration and facilities management.
- Collaborated with cross-functional teams to support company-wide initiatives and projects, providing administrative support as needed.

References will be provided upon request

"I hereby declare that all the information provided in this CV is true and accurate to the best of my knowledge."

-Mehloom T.P.
