

Mohamed Ajas

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Male | 29 | Indian | Single

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Employment Visa | Valid Light Vehicle License

PROFESSIONAL SUMMARY

Experienced professional with a strong background in sales, customer service, and logistics management. Skilled in order processing, client relationship management, contract negotiation, and sales support. Proficient in coordinating meetings, scheduling appointments, and ensuring accuracy in sales proposals and order fulfillment. Experienced in collaborating with cross-functional teams to optimize logistics operations and sales campaigns. Accomplished at maintaining positive customer relationships and providing exceptional service. Strong commitment to driving organizational growth through strategic initiatives.

EXPERIENCE

Logistics Assistant Manager: Dizabo General Trading LLC, Dubai Feb 2022 – Nov 2023

- Supervised order fulfilment process, ensuring 98% timely and accurate processing of customer orders and incorporated streamlined workflows, reducing order processing time by 20%
- Collaborated with warehouse and fulfilment teams to maintain optimal inventory levels, achieving a 15% reduction in stockouts
- Implemented efficient inventory practices, contributing to a 25% decrease in overstock situations and addressed quality-related issues, maintaining a 90% customer satisfaction rate
- Improved collaboration with relevant teams, resulting in a 30% reduction in quality-related incidents
- Integrated new technologies to streamline processes, reducing manual effort by 25%
- Coordinated with the IT department to integrate logistics systems with the e-commerce platform, resulting in a 15% improvement in system connectivity
- Developed and managed a streamlined process for handling product returns and exchanges, reducing processing time by 30%

Sales Assistant Manager: Dizabo General Trading LLC Dec 2020 – Feb 2022

- Developed effective e-commerce sales strategies, resulting in a 30% increase in revenue and driving business growth
- Analyzed market trends, customer behavior, and competitor activities to identify new opportunities, resulting in a 20% increase in market share
- Implemented targeted strategies based on market insights, leading to a 15% growth in customer acquisition
- Collaborated with product and marketing teams to optimize product listings, resulting in a 25% improvement in product visibility and sales
- Aligned sales strategies with marketing campaigns, ensuring a cohesive approach to customer engagement and driving a 20% increase in sales conversion rates
- Incorporated valuable input on marketing initiatives, contributing to growth in brand awareness and customer engagement
- Established and managed relationships with external partners and online marketplaces, resulting in a 25% expansion of distribution channels

Customer Representative: Jazp.Com, Dubai Jan 2020 – Dec 2020

- Interacted with customers via 3+ channels (phone, email, chat, in person), resolving inquiries and providing product information with a satisfaction rate of 95%
- Coordinated with other departments to address complex problems, escalating issues, resulting in a 20% reduction in resolution time
- Facilitated effective communication channels, leading to a 30% improvement in issue resolution efficiency
- Communicated clearly and professionally with customers, ensuring information clarity and ease of understanding, as reflected in a 90% positive feedback rate
- Maintained a professional demeanor in all interactions, fostering a positive customer experience

- Informed customers about the status of inquiries or resolutions, achieving a 95% satisfaction rate with communication transparency
- Gathered feedback from customers to understand needs and preferences, providing valuable insights for continuous improvement initiatives

Sales Executive-Coordinator: Printzz, Karnataka

Jun 2016 – Jul 2019

- Guided schedules, appointments, and meetings for the sales team, increasing overall efficiency by 25% and a 30% improvement in sales team productivity
- Facilitated in preparing sales proposals, presentations, and contracts, ensuring accuracy and professionalism in documentation
- Processed sales orders, ensuring 100% accuracy in product/service specifications and pricing
- Acted as a key liaison between clients and the company, fostering long-term partnerships and repeat business opportunities
- Felicitated in implementing sales campaigns and marketing initiatives, leading to 15% increase in sales leads and conversions
- Persuaded marketing team to ensure alignment between sales and marketing efforts, resulting in increase in brand consistency and visibility
- Aided joint sales and marketing campaigns, enhancing overall brand recognition and market presence

SKILLS

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|--------------------------|---------------------------|----------------------------------|
| • Order Processing | • Sales Proposals | • Sales Orders |
| • Contract Management | • Order Fulfillment | • Client Relationship Management |
| • Meeting Coordination | • Logistics Collaboration | • Product Specifications |
| • Appointment Scheduling | • Sales Campaigns | • Pricing Accuracy |
| • Sales Support | • Order Tracking | |

EDUCATION

Sree Raghavendra Research Foundation
B.com

Jun 2013 – Mar 2015

CERTIFICATION

CLSCMP (Logistics &Supply Chain) from Learners Point Academy, Dubai

ACHIEVEMENTS

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|-------------------------------------------------------------------------------|-----------------|
| • Awarded “ Best Sales Performer ” in Dizabo General Trading LLC | Jul 2022 |
| • Received “ Best Employee of the Year ” in Dizabo General Trading LLC | Jul 2021 |
| • Awarded “ Best Customer Service Award ” in Jazp.com | Jun 2020 |