

NAVAF PULLIYIL

Result-driven professional with 7 years of experience in sales, operations, and customer service across diverse industries. Proven track record of exceeding targets, streamlining processes, and enhancing client satisfaction. Skilled in leadership, data analysis, and process optimization. Seeking opportunities in operations management or senior executive roles to contribute to business growth and operational efficiency.

WORK EXPERIENCE

Operations Manager

TeamPlanB Consultant LLP | Calicut, India
From August 2020 to June 2024

Responsibilities:

- Developed and implemented operational strategies to improve efficiency and reduce costs while aligning with business objectives.
- Led and mentored cross-functional teams to meet and exceed key performance indicators (KPIs), fostering a culture of collaboration and accountability.
- Identified, analyzed, and optimized operational processes to streamline workflows, enhance productivity, and achieve higher profitability.
- Managed multiple projects simultaneously, ensuring timely delivery, resource optimization, and alignment with business goals.
- Oversaw the development and management of departmental budgets, ensuring financial targets were met while maximizing operational efficiency.
- Built and maintained strong relationships with vendors and suppliers, negotiating contracts and ensuring timely delivery of services and goods.
- Identified operational risks and implemented mitigation strategies to minimize disruptions and ensure business continuity.
- Established performance metrics and reporting systems to monitor and evaluate the effectiveness of operational activities.
- Ensured adherence to industry regulations, company policies, and legal requirements across all operational activities.
- Optimized resource allocation, ensuring efficient utilization of manpower, equipment, and other assets to meet organizational objectives.

Customer Support Executive

Aegis (Startec) | Bangalore, India
From June 2019 to April 2020

Responsibilities:

- Managed large volumes of inbound and outbound calls in a fast-paced, high-pressure environment, adhering to service level agreements (SLAs) and maintaining response times.
- Followed standardized communication scripts to handle diverse customer inquiries, ensuring consistency in messaging and delivering accurate information.
- Actively listened to customers to identify their needs, clarify information, and research issues thoroughly to provide timely and effective solutions or alternatives.



CONTACT

- +971 553170671
- navafpulliyil@gmail.com
- [Navaf Pulliyil](#)
- Dubai, UAE

EDUCATION

- Bachelor of Computer Application**
Acharya Institute of Technology, Bangalore, India | 2014 - 2017
- Higher Secondary Education (Biology Science)**
GHSS Karakkunnu, Kerala, India | 2012 - 2014

KEY SKILLS

- Operations Management
- Team Leadership
- Customer Relationship Management (CRM)
- Process Improvement
- Performance Optimization
- Data Analysis
- Budget Management
- Cross-Functional Collaboration
- Project Management
- Vendor Management
- Risk Mitigation
- Inventory Management
- Strategic Planning
- Client Satisfaction
- Communication Skills
- Time Management

- Ensured first-contact resolution (FCR) by troubleshooting complex issues and escalating unresolved cases to appropriate departments when necessary.
- Consistently met and exceeded personal and team qualitative and quantitative targets, including KPIs related to customer satisfaction (CSAT), call resolution, and response time.

Retail Sales Executive

Planet Fashion | Manjeri, India

From June 2017 to January 2019

Responsibilities:

- Provided exceptional customer service, assisting clients with product selection and personalized recommendations to drive sales.
- Achieved and exceeded sales targets through effective upselling and cross-selling techniques, boosting store revenue.
- Maintained store presentation by organizing merchandise displays and managing inventory levels for optimal stock availability.
- Processed customer transactions accurately and efficiently, handling payments and returns to enhance the shopping experience.
- Collaborated with the sales team to meet store objectives, track performance, and improve customer engagement strategies.
- Utilized CRM software to manage customer data and purchasing patterns, fostering repeat business through follow-ups.

DECLARATION

I hereby declare that the above mentioned statement is correct and true to the best of my knowledge and belief.

NAVAF PULLIYIL

TECHNICAL SKILLS

- Tally ERP
- Meta Business Suite
- AI Tools
- MS Office Suite

CERTIFICATIONS

- **NASSCOM Certification**
Analyst Security Operation Center
(QP No: SSC/Q0900) |
April 2018 – August 2018
- **Digital Marketing Fundamentals Course**
Simplilearn (Certificate Code: 4773099) | January 2024

LANGUAGE

- English
- Malayalam

PERSONAL DETAILS

- Nationality : Indian
- Date of Birth : 01/09/1994
- Visa Status : Visit Visa